# Farmers Impact

# User Manual

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This user manual details the different features and tools of Cognizant built solution

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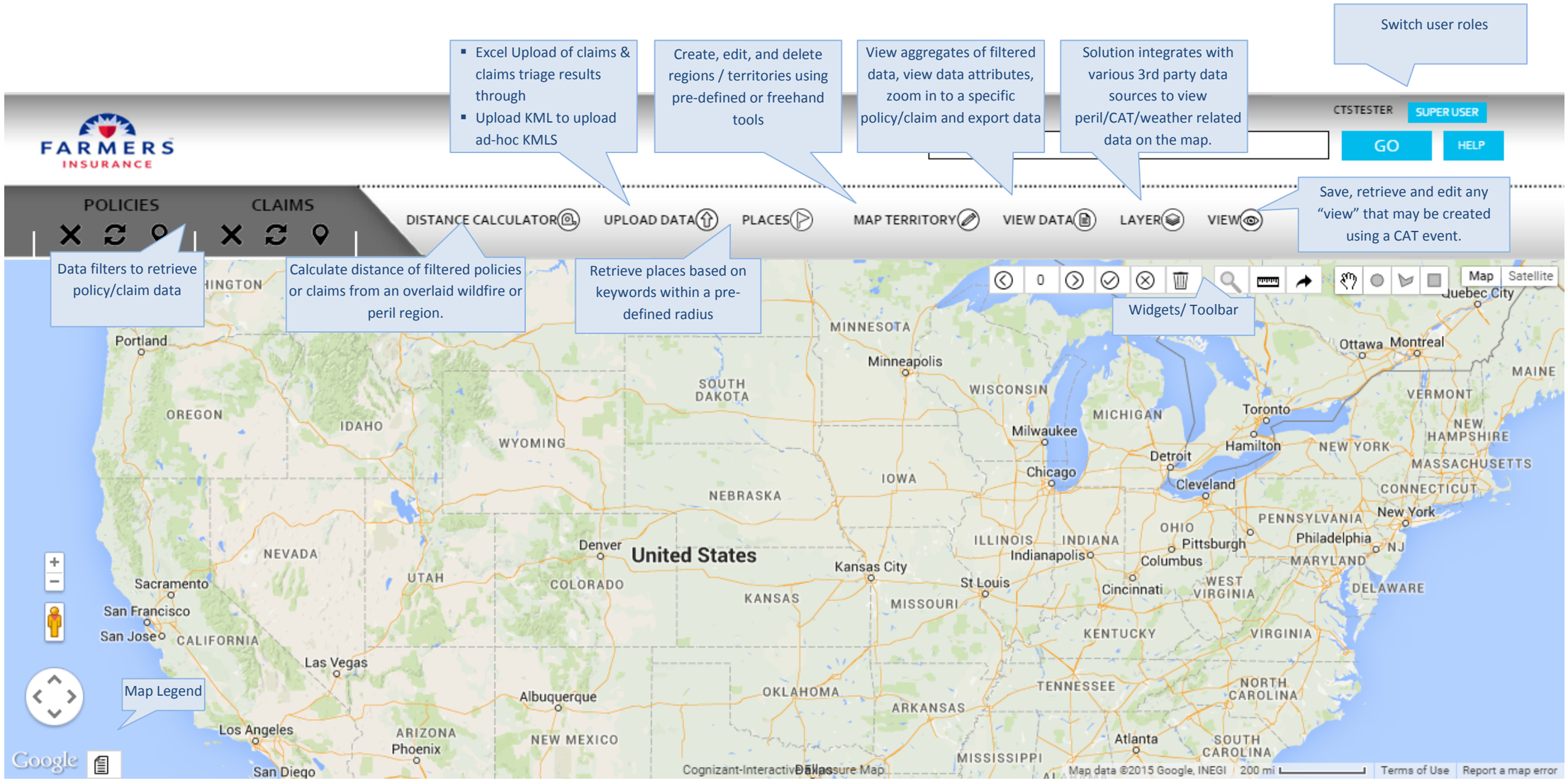
## Glossary

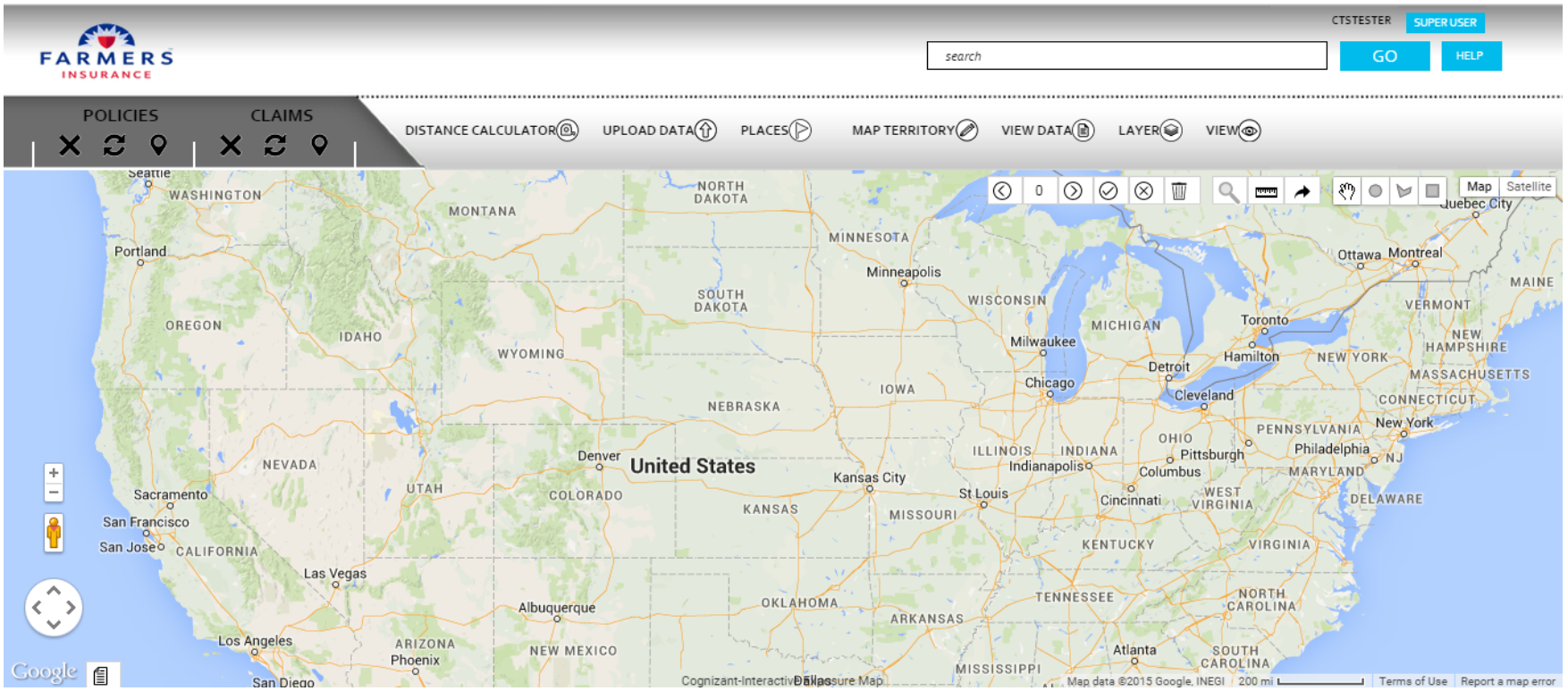
- signifies that the filter results exceed 5000 policies/claims, and the map view is limited to show only up to 5000 policies/claims
- " * " symbol on any module signifies that the module tab is being used
- signifies a retrieved/saved location
- signifies policy
- signifies claim
- Used to specify a radius within which a particular place is available.


Switch user roles
Excel Upload of claims & claims triage results through
Upload KML to upload ad-hoc KMLS
Create, edit, and delete regions / territories using pre-defined or freehand tools
View aggregates of filtered data, view data attributes, zoom in to a specific policy/claim and export data
Solution integrates with various 3rd party data sources to view peril/CAT/weather related data on the map.
CTSTESTER
SUPER USER
GO
HELP
POLICIES
CLAIMS
DISTANCE CALCULATOR
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
LAYER
VIEW
Save, retrieve and edit any "view" that may be created using a CAT event.
Data filters to retrieve policy/claim data
Calculate distance of filtered policies or claims from an overlaid wildfire or peril region.
Retrieve places based on keywords within a pre-defined radius
Widgets/ Toolbar
Map
Satellite
United States
Map Legend
Google
Cognizant-Interactive Exposure Map
Map data ©2015 Google, INEGI
200 mi
Terms of Use
Report a map error

## Launch Cognizant Impact Visualization Tool

To launch Cognizant Impact Visualization, navigate to the solution link provided to Farmers.

Enter the login credentials and click “Login” button. The user is navigated to the solution page:



## Data Filters

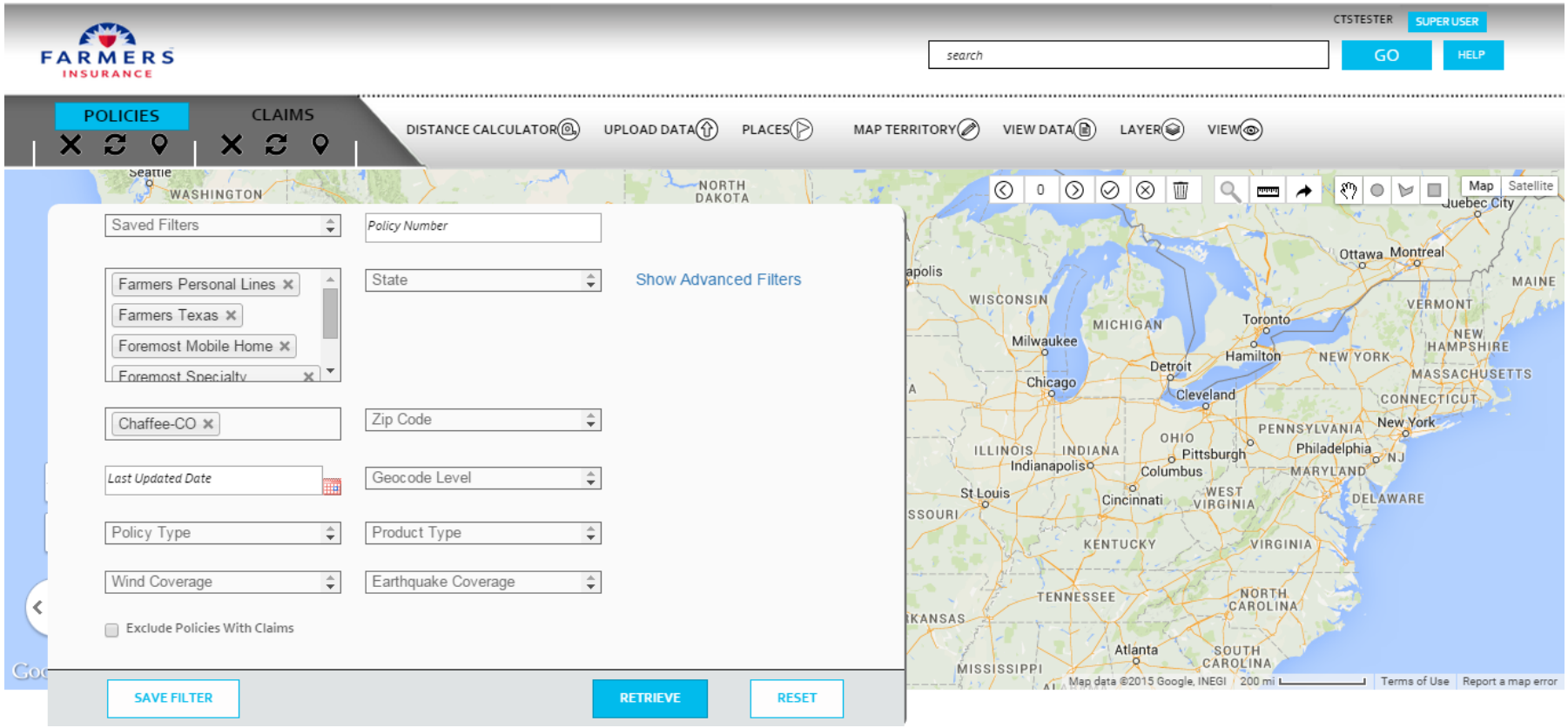
Data filters modules (policies and claims) allow users to apply business filters to view policy/claim data on the map. This section includes the following options to aid the user in applying filters:

| | |
|---|---|
| | Toggle icon to clear/show policy/claims data on the map (without clearing the filter) |
| | Refresh symbol to refresh the data (based on the filters applied) |
| | Point view symbol by default. Clicking on this allows the user to switch to other views like Bubble, Cluster and Heat map |

### Visualization of Policies Data

The policy module filter includes key business filters defined based on business requirements. This filter values also include a section on "Advanced filter" which allows the user to set value based filters (e.g. Coverage limit)

1. **Apply Filters:** The user can click on the 'Retrieve' button which visualizes the policy data as unique markers on the map. Clicking on the 'Reset' button clears all filter values and map view for the user.


FARMERS INSURANCE
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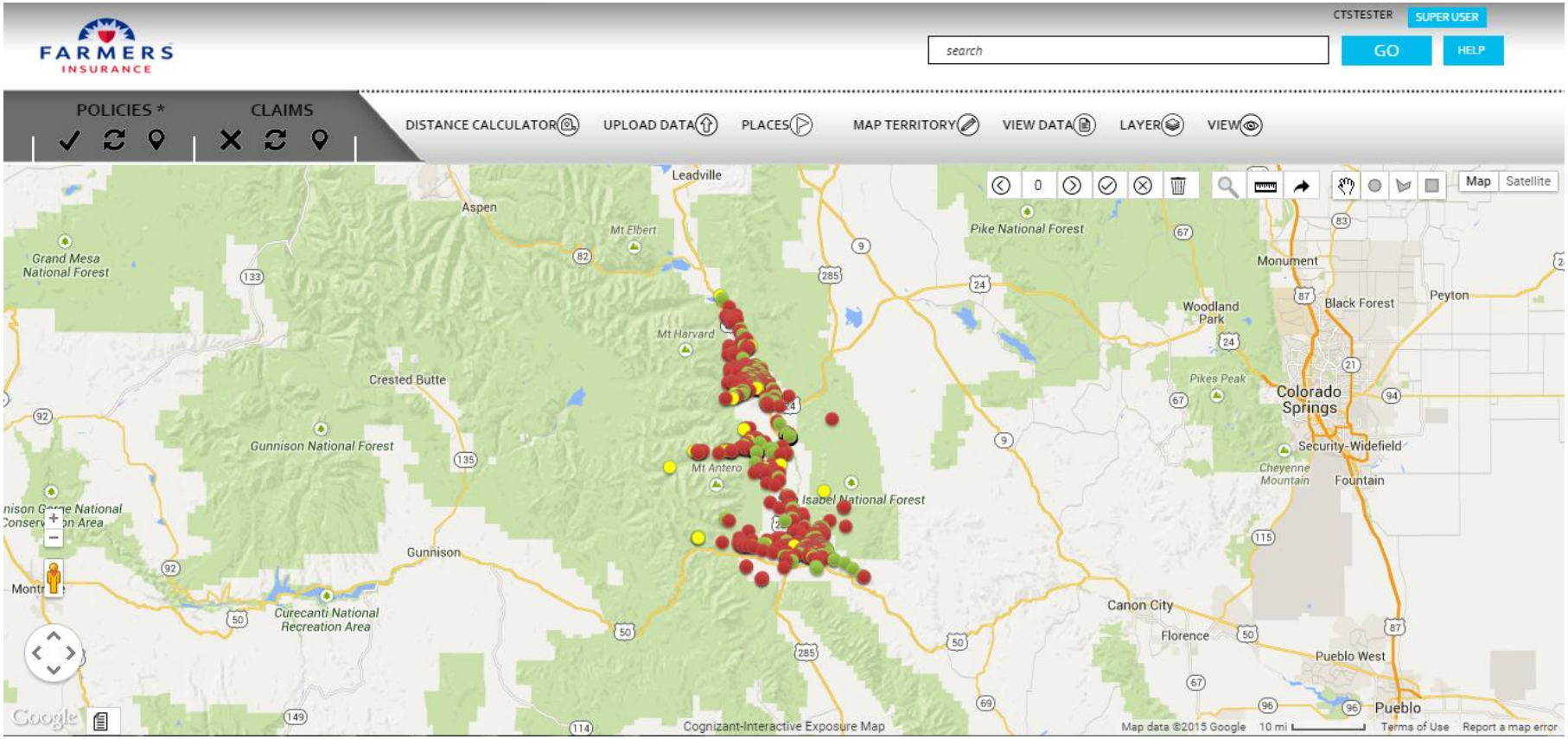
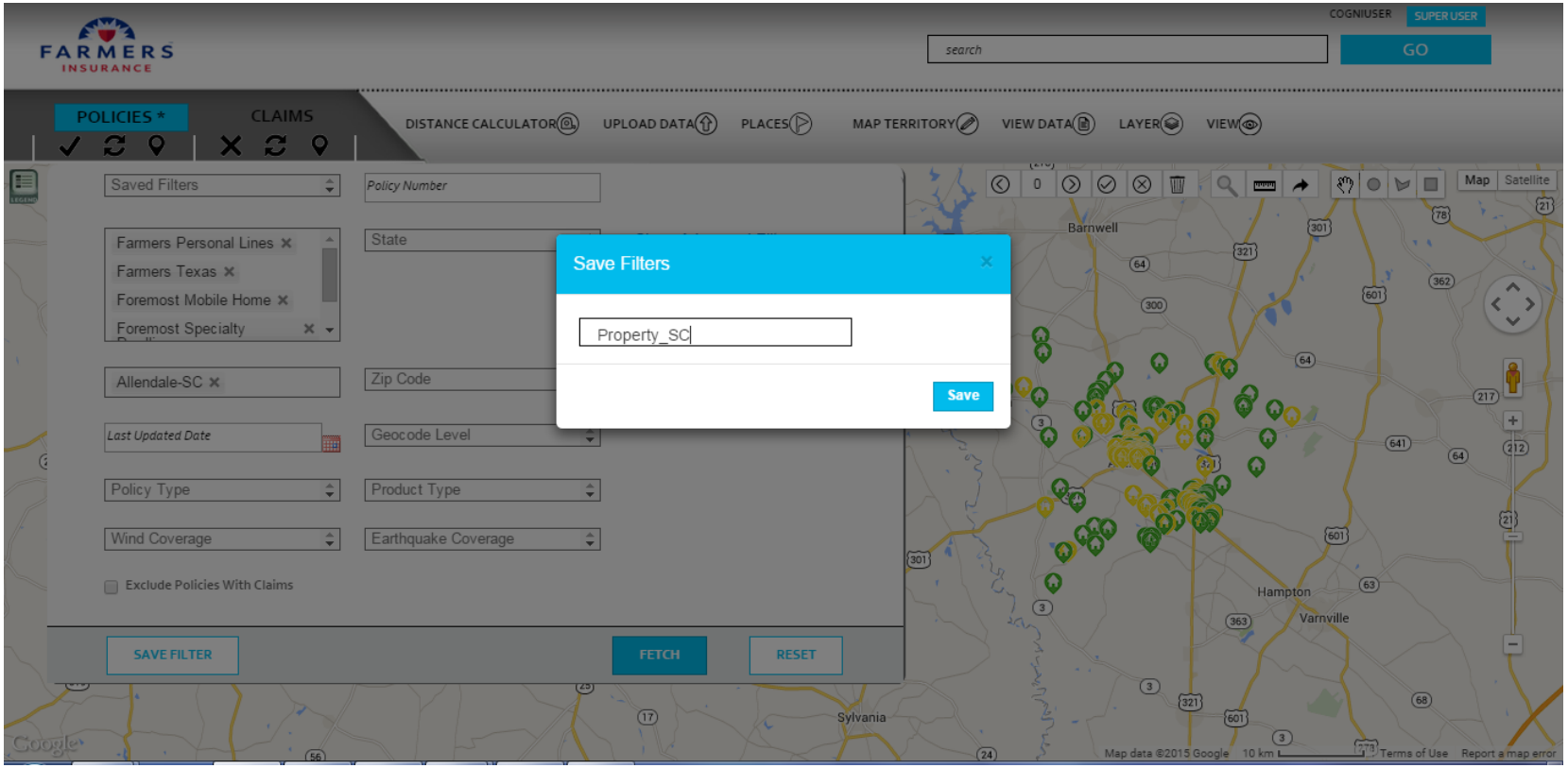
HELP
POLICIES
CLAIMS
DISTANCE CALCULATOR
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
LAYER
VIEW
Saved Filters
Policy Number
Farmers Personal Lines
Farmers Texas
Foremost Mobile Home
Foremost Specialty
State
Show Advanced Filters
Chaffee-CO
Zip Code
Last Updated Date
Geocode Level
Policy Type
Product Type
Wind Coverage
Earthquake Coverage
Exclude Policies With Claims
SAVE FILTER
RETRIEVE
RESET
Map
Satellite
Seattle
WASHINGTON
NORTH DAKOTA
WISCONSIN
MICHIGAN
Milwaukee
Chicago
Detroit
Toronto
Hamilton
Cleveland
Ottawa
Montreal
Quebec City
MAINE
VERMONT
NEW HAMPSHIRE
NEW YORK
MASSACHUSETTS
CONNECTICUT
New York
PENNSYLVANIA
Philadelphia
NJ
MARYLAND
DELAWARE
OHIO
Pittsburgh
Columbus
Cincinnati
WEST VIRGINIA
ILLINOIS
INDIANA
Indianapolis
St Louis
KENTUCKY
VIRGINIA
TENNESSEE
NORTH CAROLINA
SOUTH CAROLINA
Atlanta
MISSISSIPPI
Map data ©2015 Google, INEGI
200 mi
Terms of Use
Report a map error

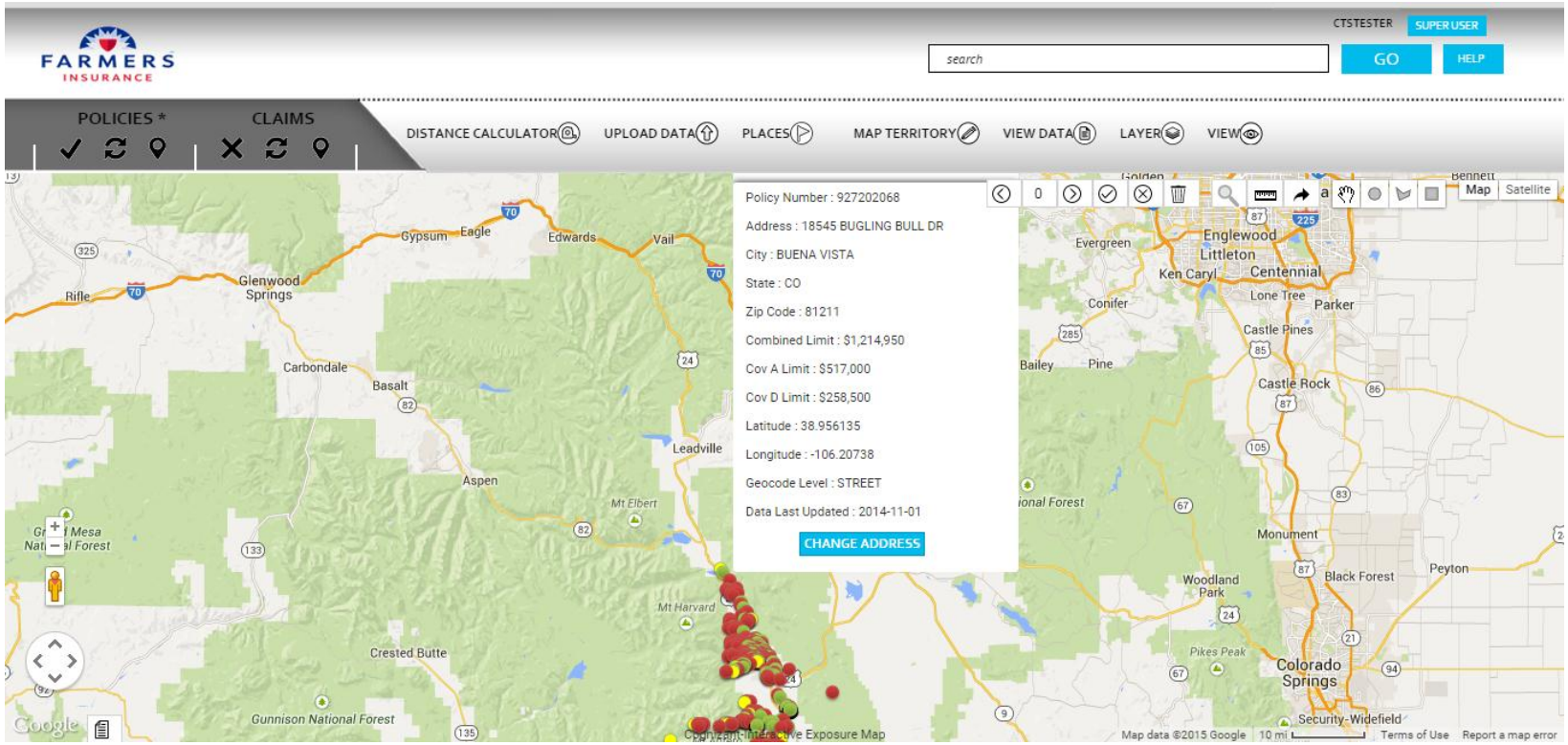
The data is shown as “Point view” by default (as unique markers on the screen). turns to mark once the filter data is applied and the results are retrieved on the map.




2. **Save filters:** The user also has the option to save commonly used filters. To save a filter the user can click on the save filter button, and enter a unique name to the filter. These saved filters can be viewed and retrieved from the saved filters drop down on the top of the policy module.

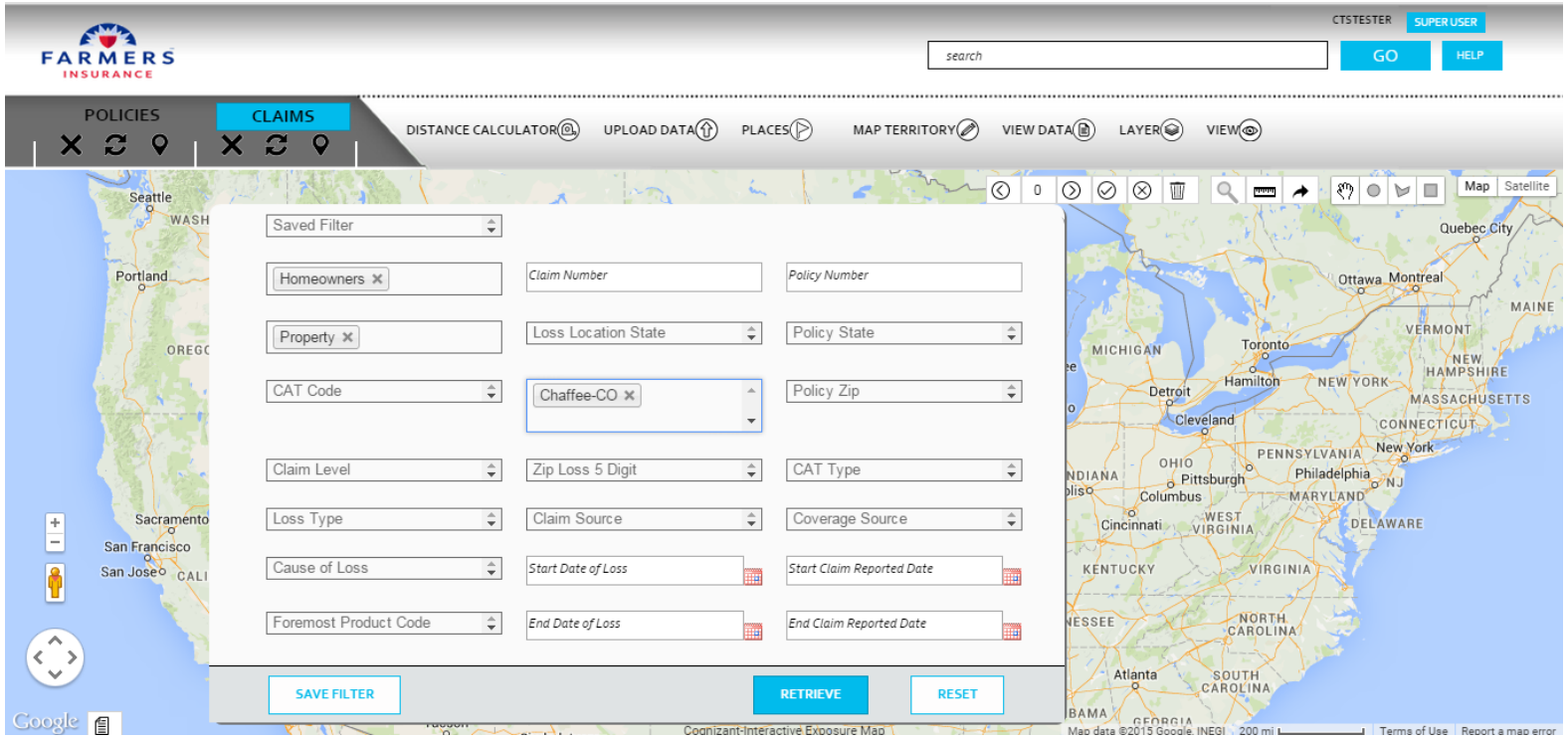



3. **Viewing Policy attributes:** Clicking on any of the policy markers displays key policy information to the user.




## Visualization of Claims Data

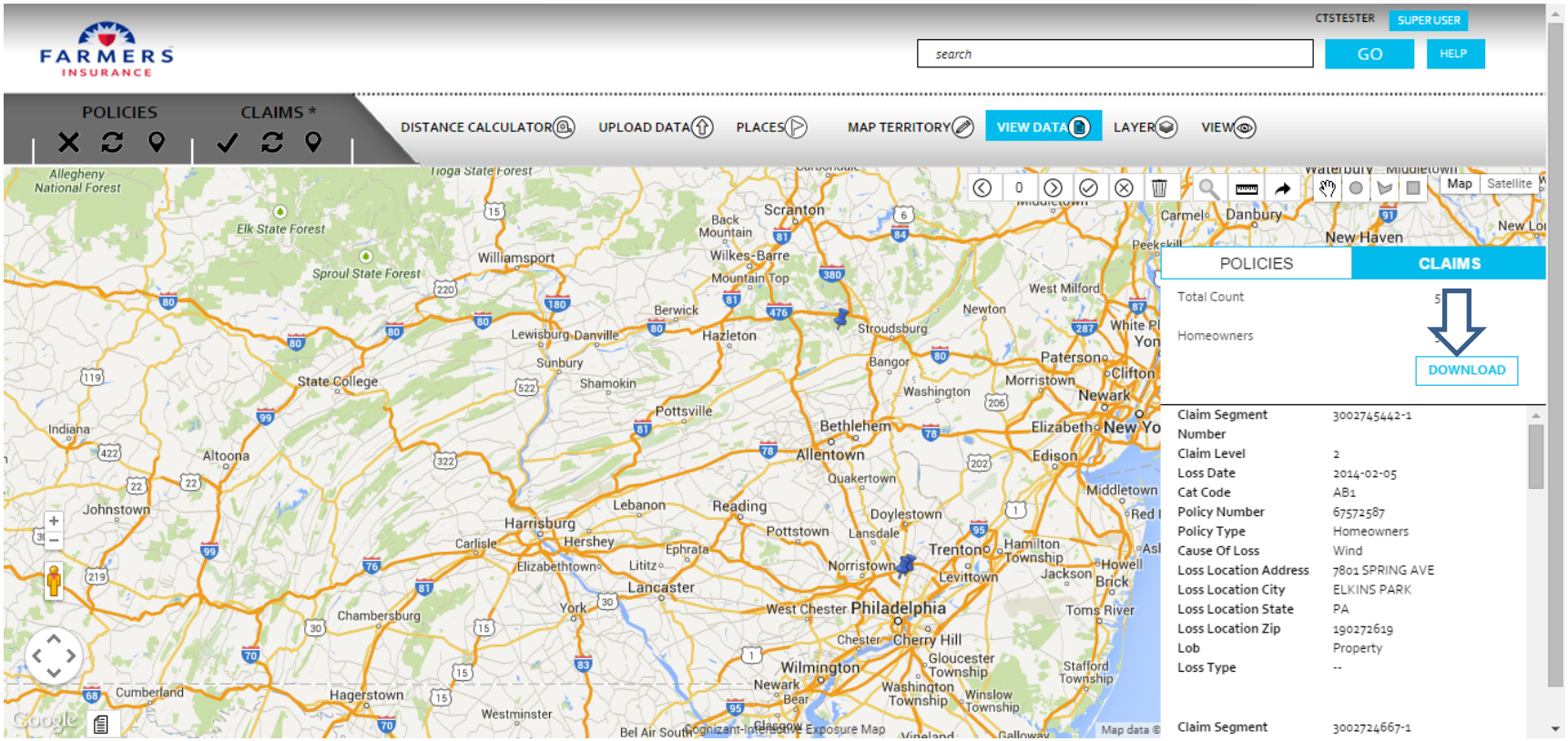
The claims data module offers the same functionality as the policy module.




## View Data

This module allows the user to view details on claims or policies visualized on the map. The user can click on the “Download button” to download an excel copy of the policy/claims data.

Clicking on the “ ” icon will zoom into the specified policy/claim location.

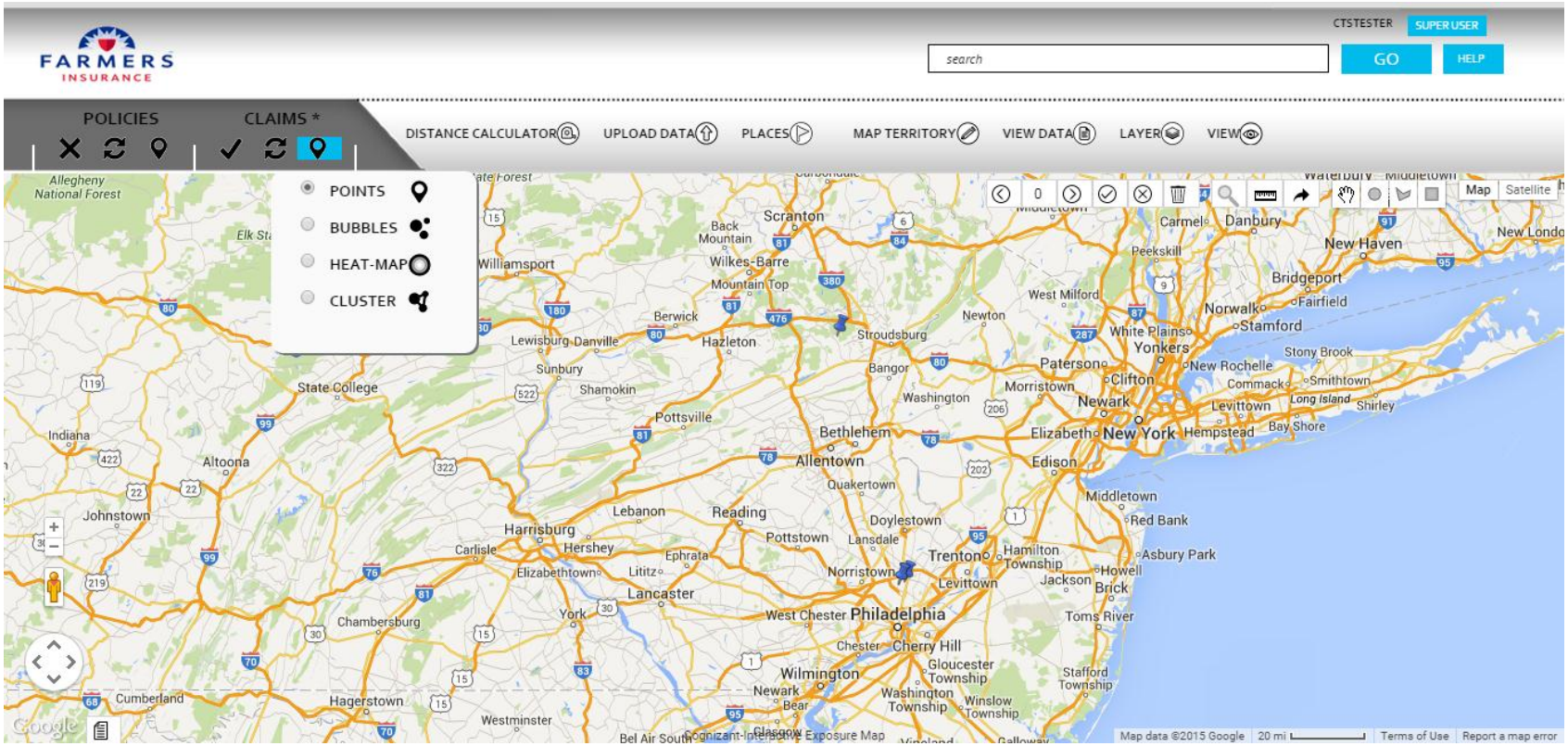

FARMERS INSURANCE
CTSTESTER
SUPER USER
search
GO
HELP
POLICIES
CLAIMS *
DISTANCE CALCULATOR
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
LAYER
VIEW
Map
Satellite
POLICIES
CLAIMS
Total Count
Homeowners
DOWNLOAD
Claim Segment Number 3002745442-1
Claim Level 2
Loss Date 2014-02-05
Cat Code AB1
Policy Number 67572587
Policy Type Homeowners
Cause Of Loss Wind
Loss Location Address 7801 SPRING AVE
Loss Location City ELKINS PARK
Loss Location State PA
Loss Location Zip 190272619
Lob Property
Loss Type --
Claim Segment 3002724667-1
Cognizant-Interactive Exposure Map
Google
Map data ©

# Policies/Claims Visualization – Views

The user can click on the visualization button to view filtered policy/claims data in the various ways:

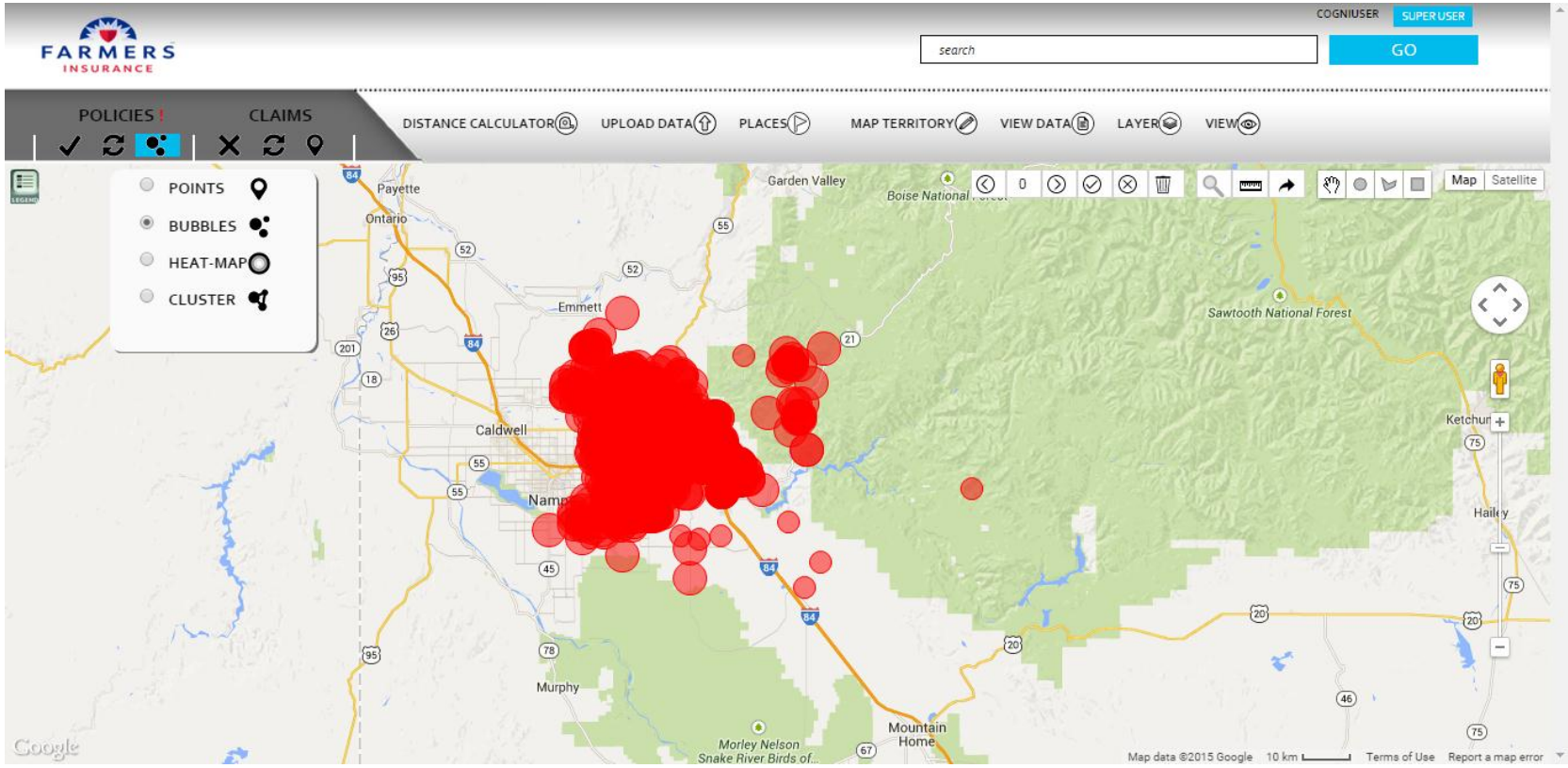
## Point View

Pointers are markers representing the data points. This is the default view of policy/claims data.



## Bubble View

Click on the bubble view radio button to view the policy/claim data as circle representation, the size of the circle determined by the combined limit.

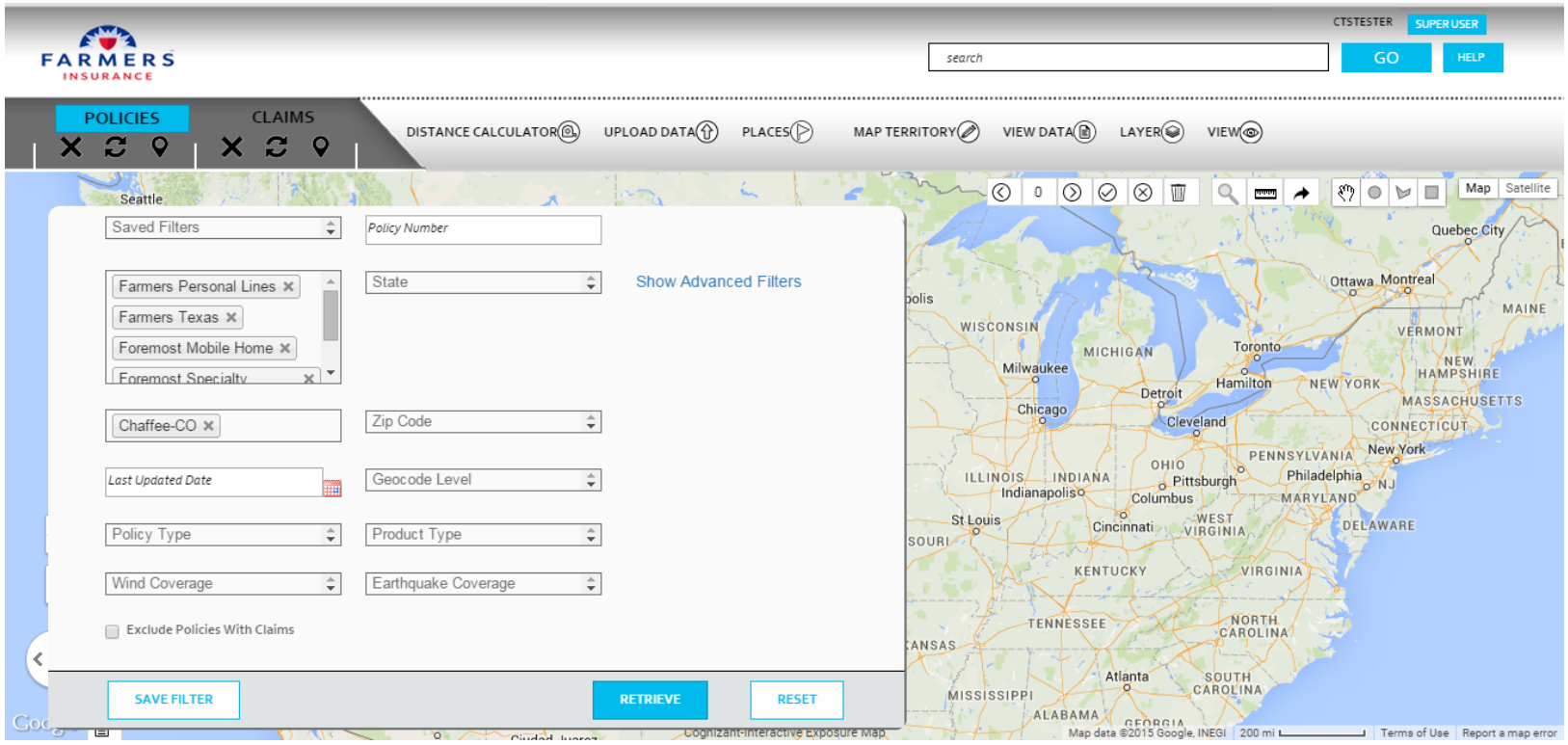


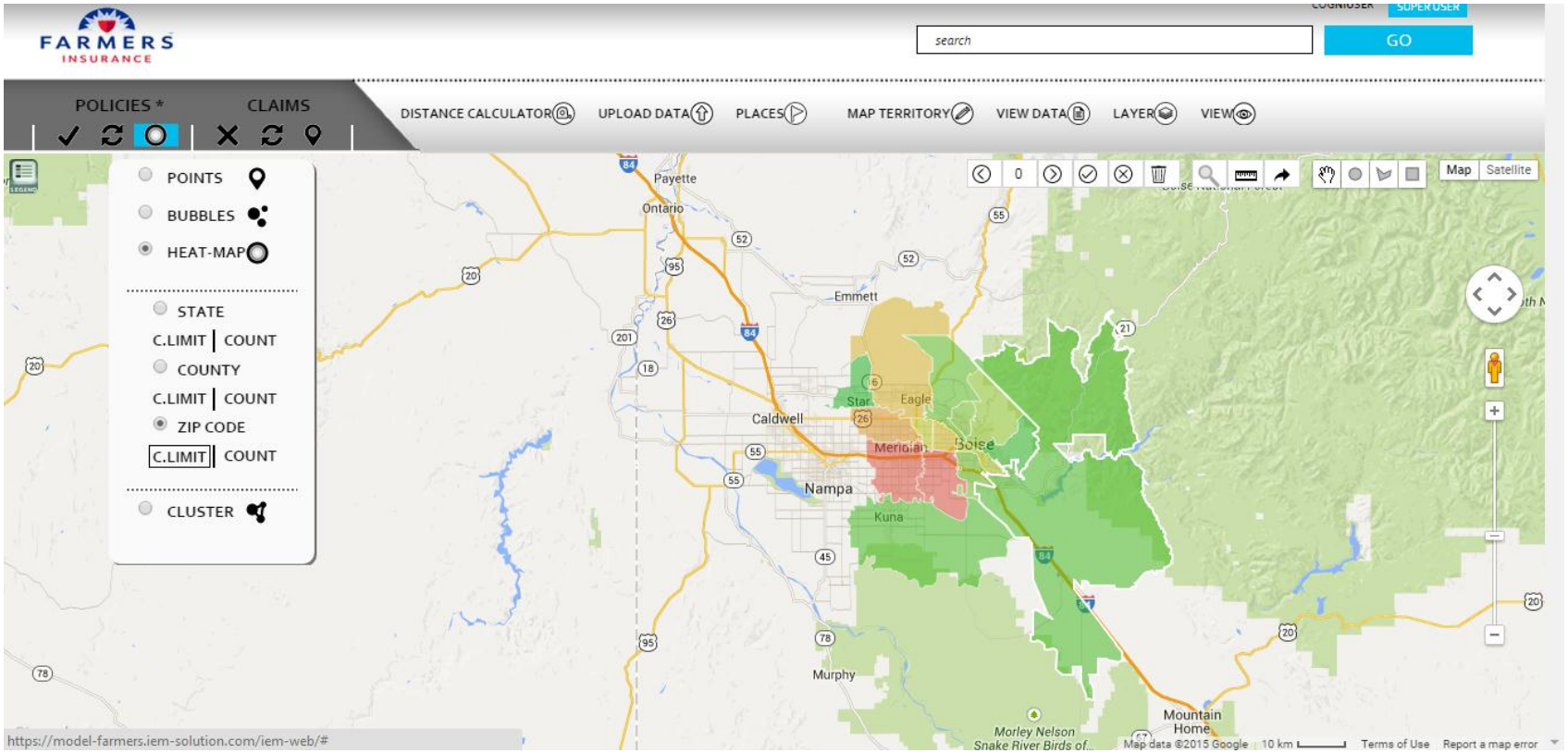

## Heat Map

Heat maps are 2D displays of the values in a data matrix. Larger values were represented by red and smaller values by green. Heat maps can be retrieved at Country level/State level/County level/Zip level. This view can be further customized to view by “Combined limit (C. Limit)” or “Count”.

**Note**: By design, the selection can go down 2 levels from the selected option. E.g., when the filter is set at State level, the heat map view can be viewed at county and zip level. If no filter is set at State level, the view can be generated for state level and county level only (Zip level will be in-active)

County level heat map view of policies:




FARMERS INSURANCE
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POLICIES *
CLAIMS
DISTANCE CALCULATOR
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
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Map
Satellite
Payette
Ontario
Emmett
Caldwell
Star
Eagle
Meridian
Boise
Nampa
Kuna
Murphy
Mountain Home
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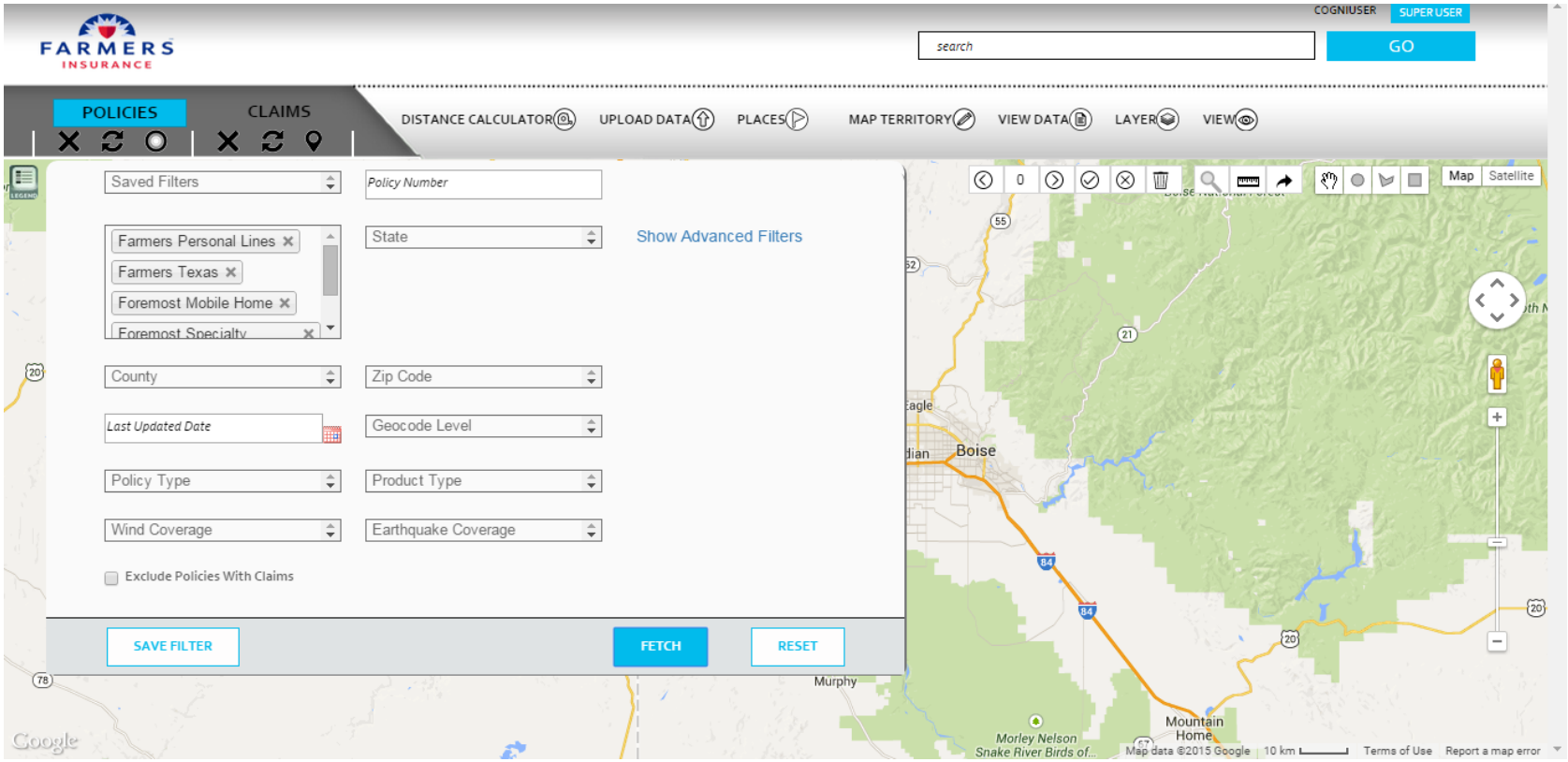
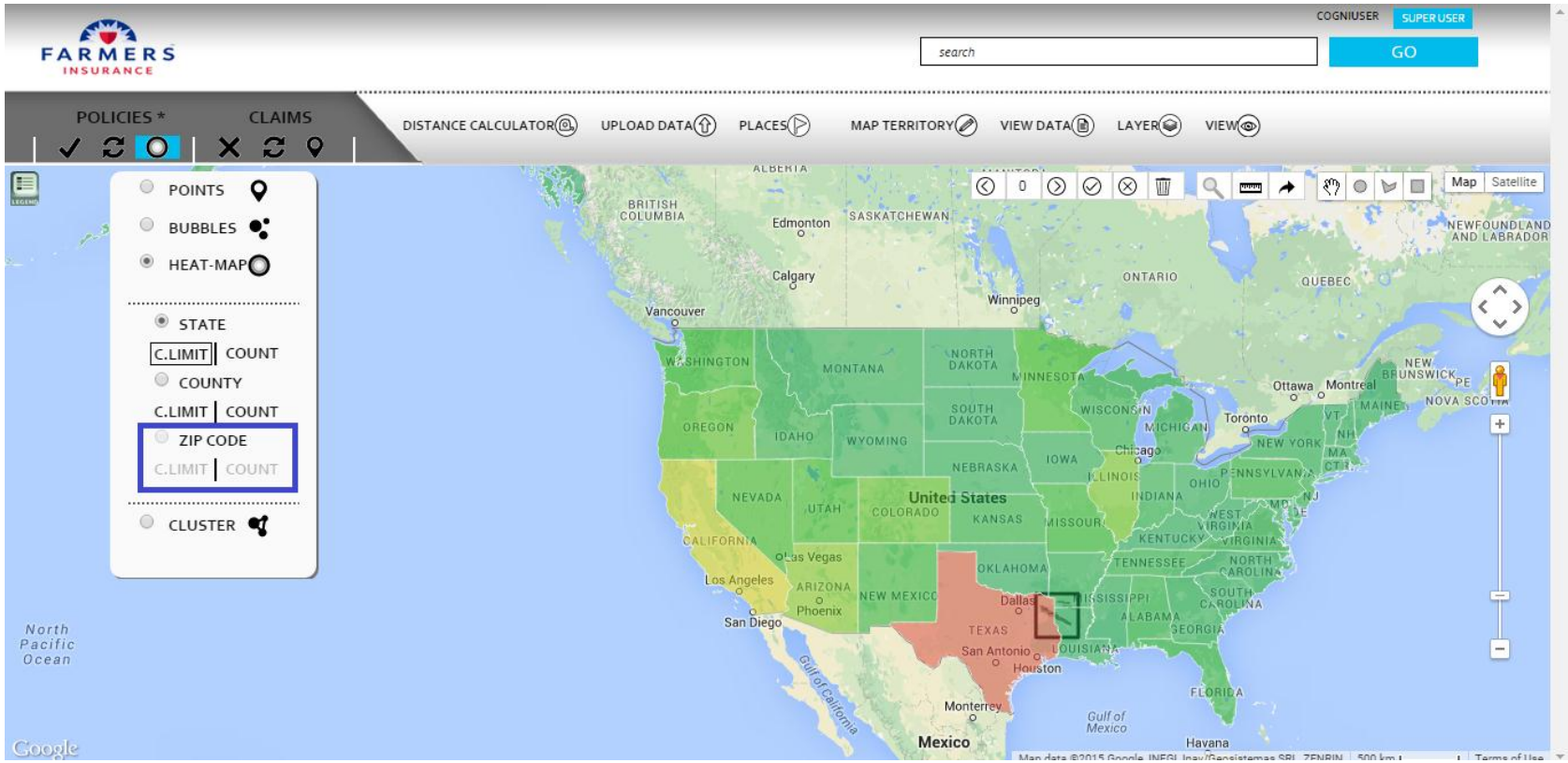
Map data ©2015 Google
10 km
Terms of Use
Report a map error

Zip Code gets disabled at Country level.

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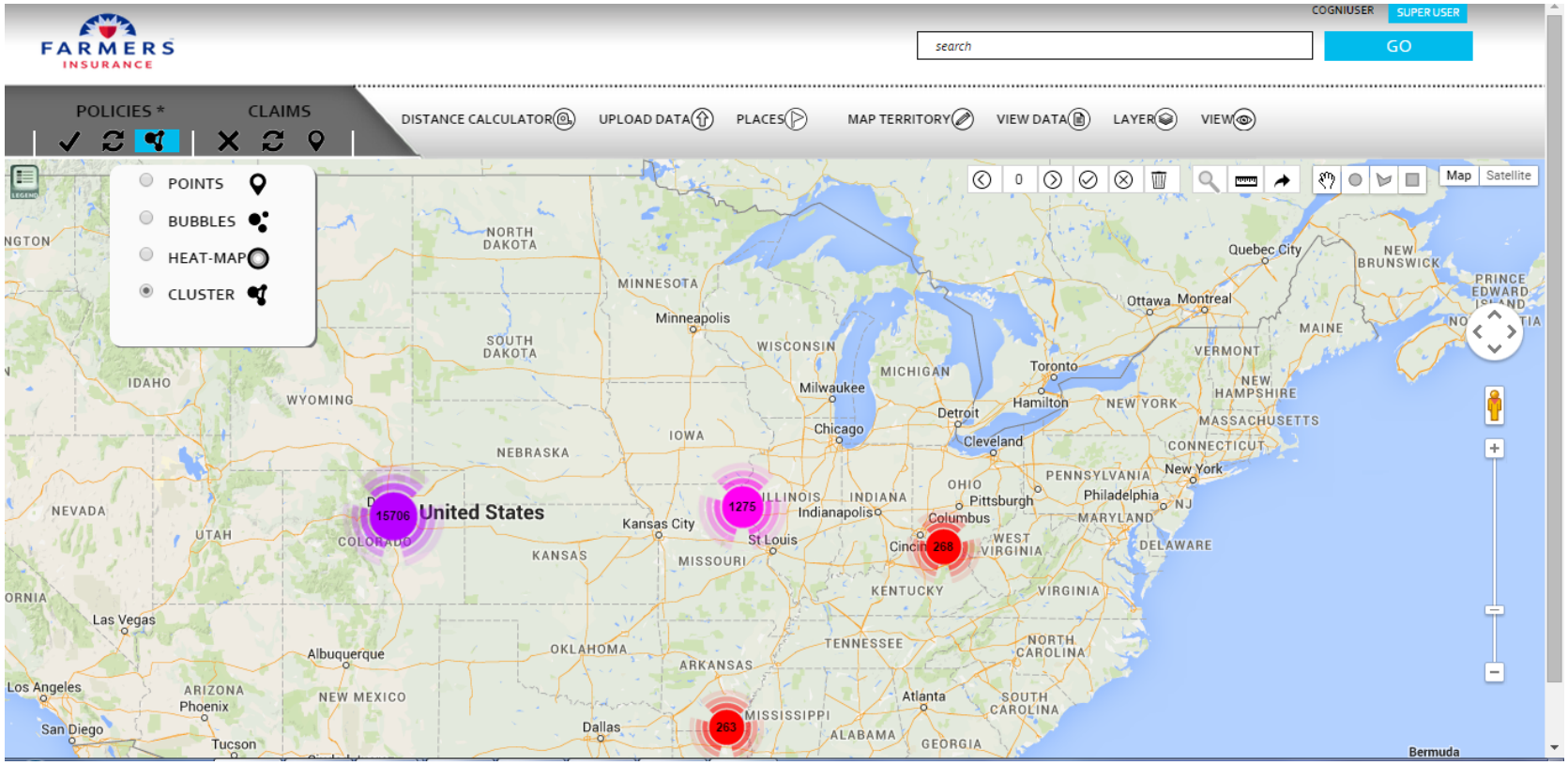
Canada
Vancouver
Calgary
Edmonton
Winnipeg
Toronto
Ottawa
Montreal
Chicago
Dallas
Houston
San Antonio
Los Angeles
San Diego
Phoenix
Las Vegas
Monterrey
Havana
North Pacific Ocean
Gulf of Mexico
Gulf of California
Google

## Cluster View

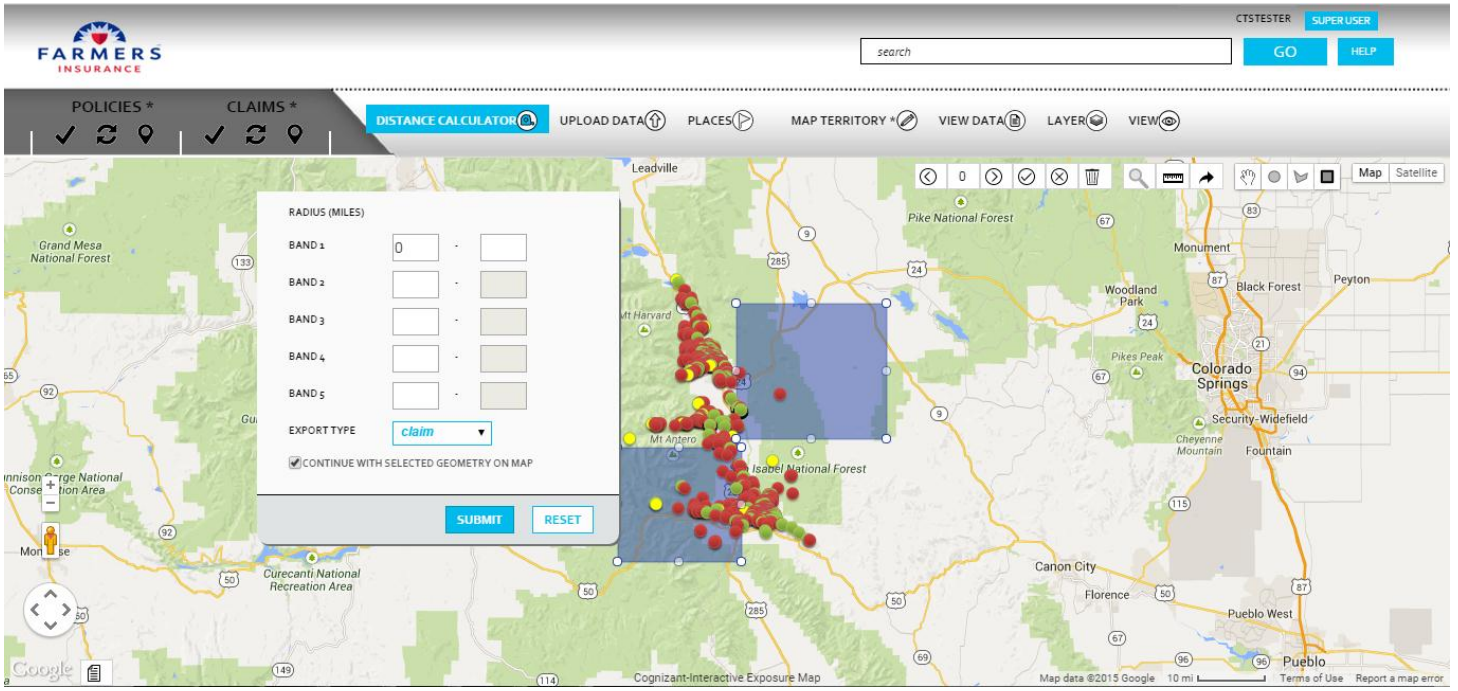
This view organizes policies/claims data into clusters. These clusters aggregates policy/claims data over an area per zoom level with the cluster view being recreated based on user zoom.



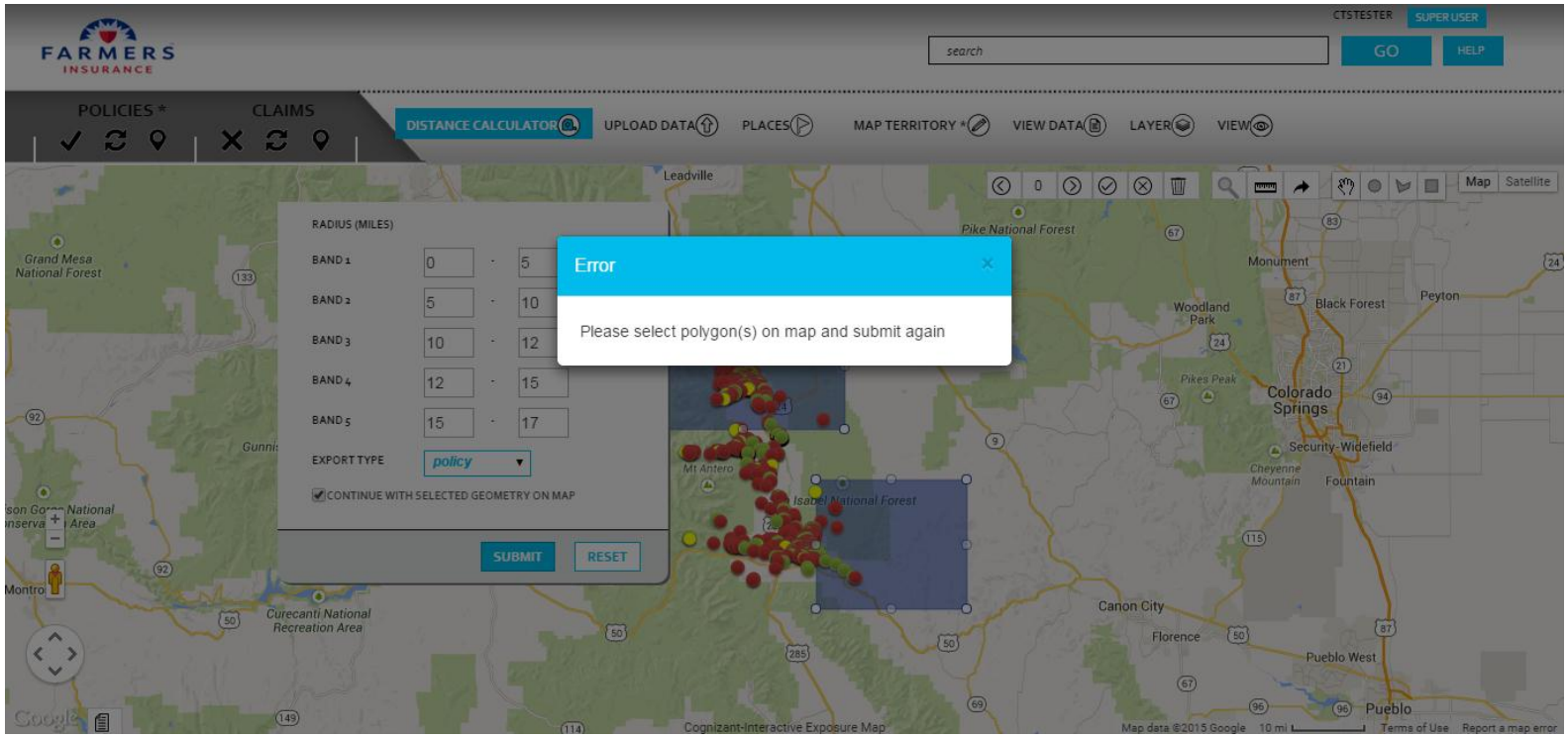
## Distance Calculator

This tool is used to calculate the distance in miles for Policies or Claims filtered. The following steps should be followed to perform distance calculation:

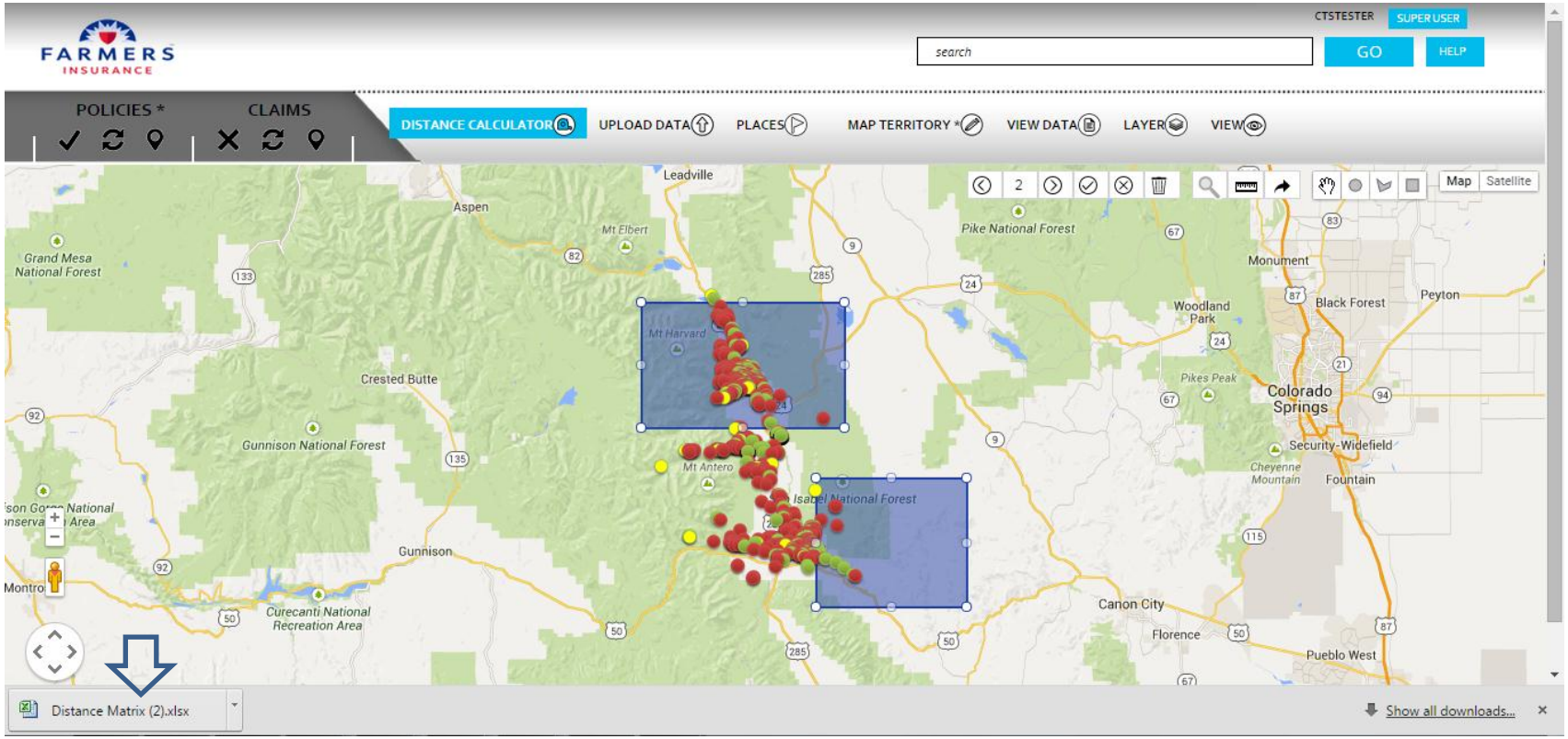
1. Filter Claims or Policies on map
2. Overlay the territory/peril layer/point/line on the map from which the distance is to be measured
3. Select the regions for which the distance calculation is to be done on the map
4. Click on “Distance Calculator” tab
5. Check the option for “continue with selected geometry on map” to use the selected regions on the map
6. Enter the radius bands in miles




7. Select the export type ( policy or claims) from dropdown, based on whether the distance of policies or claims is required to be measured from the Geometry
8. The system will prompt the user to select the source geometry/polygons




9. The user can click on the area boundary/line or point, and on confirmation, an excel gets generated with distance calculated as per the mentioned bands.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CLAIMS
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MAP TERRITORY *
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Leadville
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Mt Elbert
Grand Mesa National Forest
Pike National Forest
Monument
Woodland Park
Black Forest
Peyton
Mt Harvard
Crested Butte
Gunnison National Forest
Pikes Peak
Colorado Springs
Security-Widefield
Cheyenne Mountain
Fountain
Mt Antero
Isabel National Forest
Gunnison
Curecanti National Recreation Area
Canon City
Florence
Pueblo West
Distance Matrix (2).xlsx
Show all downloads...

# Manage custom KMLs

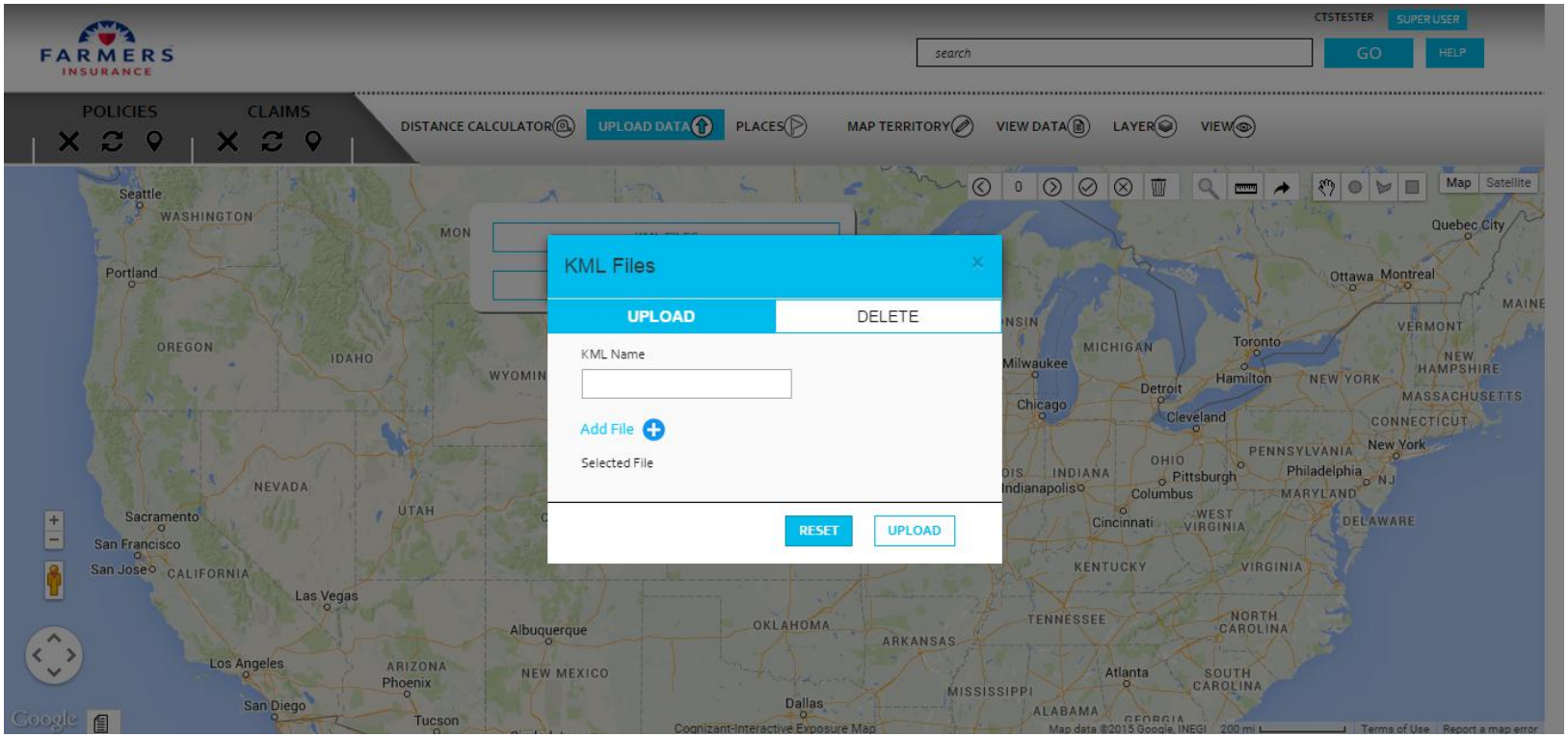
## Upload Custom KMLs

There is an option to upload KML files under “Upload Data” tab.

**Note**: For the current version of the solution, the user will only be allowed to upload KML files. File formats such as KMZ’s as well as network KMLs will not be accepted by the system.

To upload KML’s:

1. Click on “Upload Data”
2. Click on “Upload KML files”
3. Enter unique “KML Name”

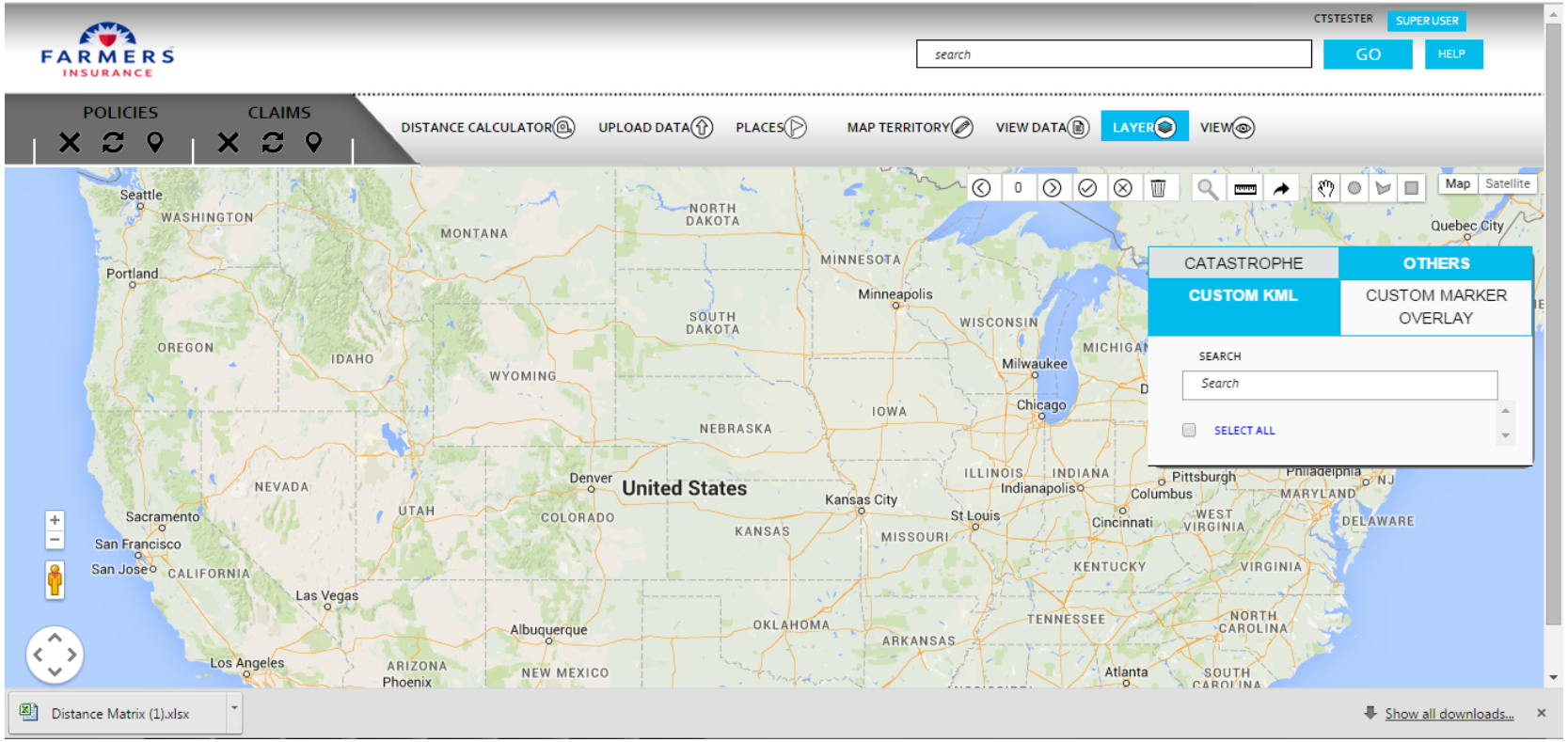


4. Click on “Add file” and select the file to be uploaded.
5. Click on the “Upload” button. The user will be provided with an upload successful message.
6. There is also a “Reset” button.

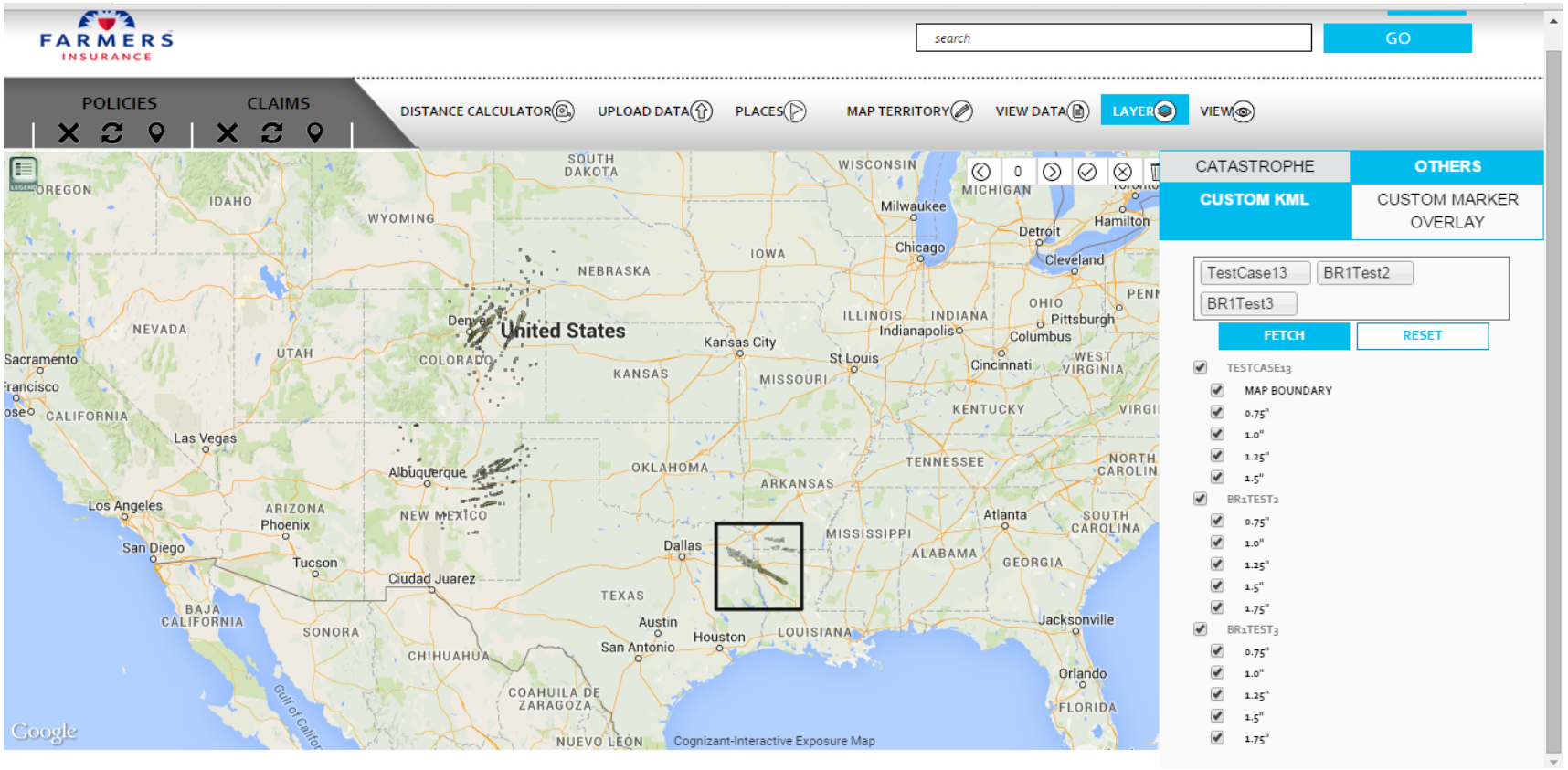
## Retrieve custom KMLs

The uploaded KMLs can be retrieved using the following steps:

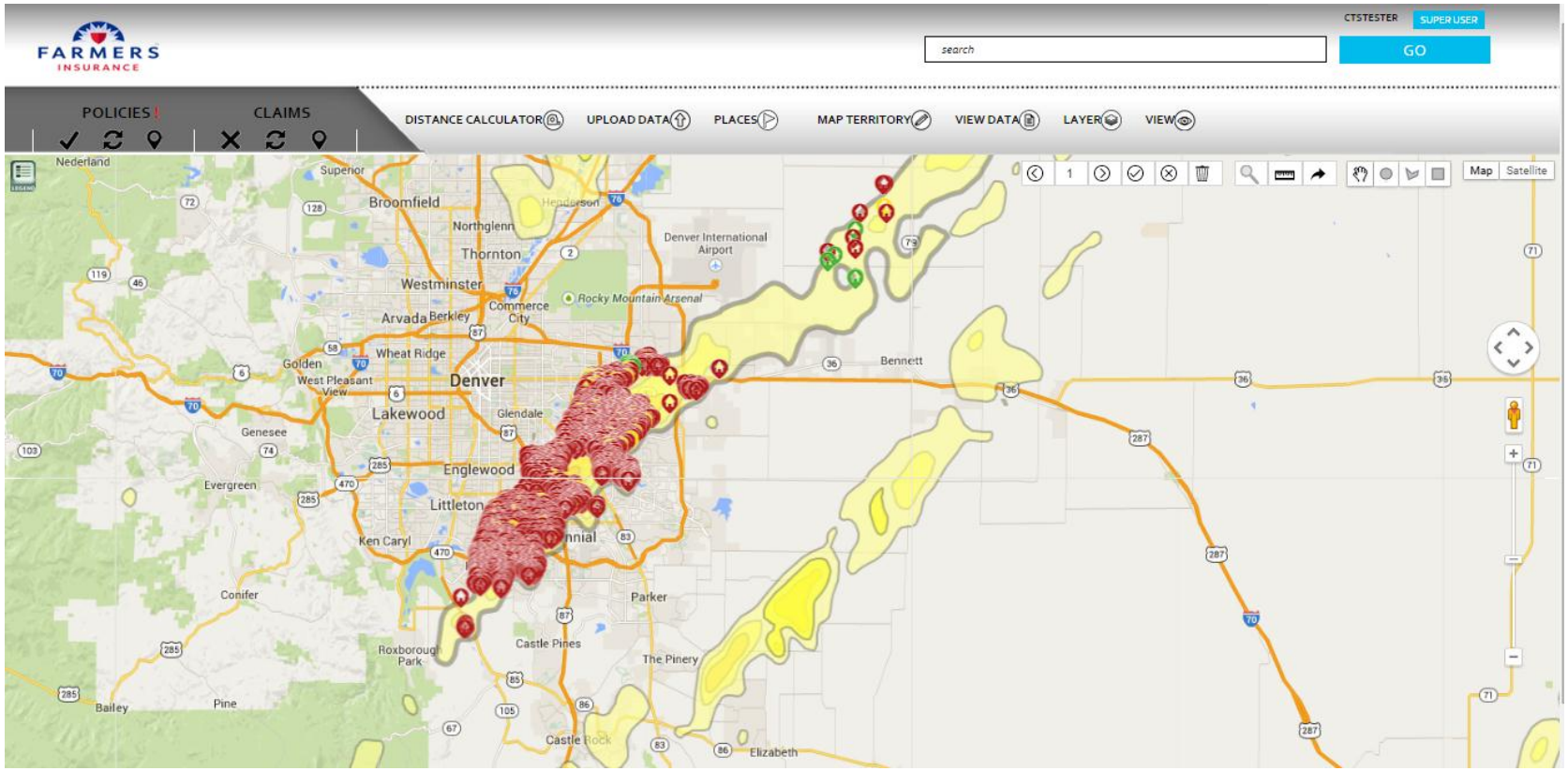
1. Go to the “Layer” tab and click on “Others”
2. Click on “Custom KML”



3. Select the KML to view and click on “Retrieve” button.
   **Note**: The user will be provided the option to view multiple KML’s at the same time. For this the user will need to search and Retrieve the KML.



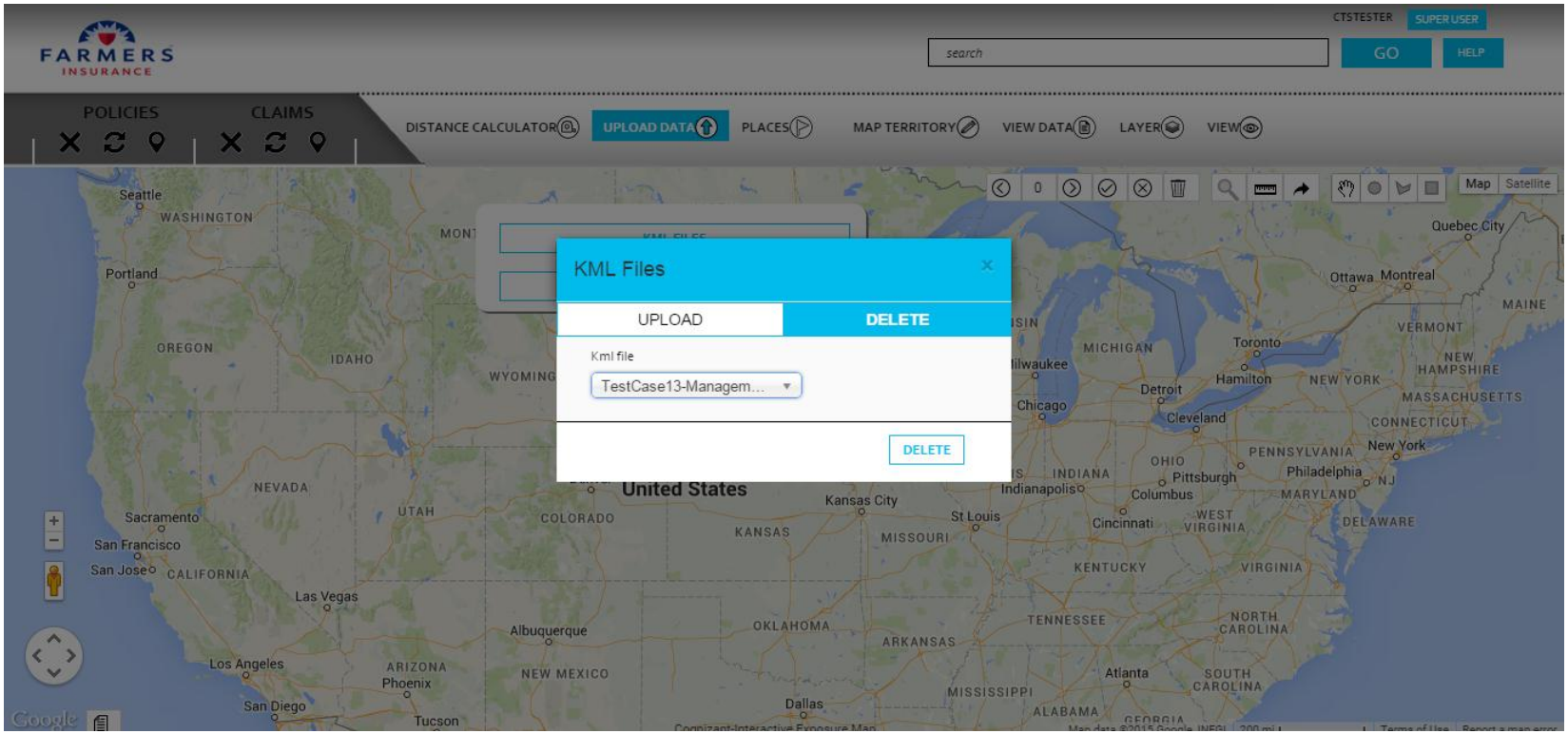

4. The different peril data can be selected through check boxes to view on map.
5. This peril layer will be interactive with the policy/claims data and clicking on the layer on the map will allow the user to retrieve policy/claims data only for the defined layer/region.




## Delete KMLs

The uploaded KMLs can also be deleted from the system through the delete tab

7. Click on delete tab under “upload KML”
8. Select KML name
9. Click Delete




## Upload Data through Excel Utility

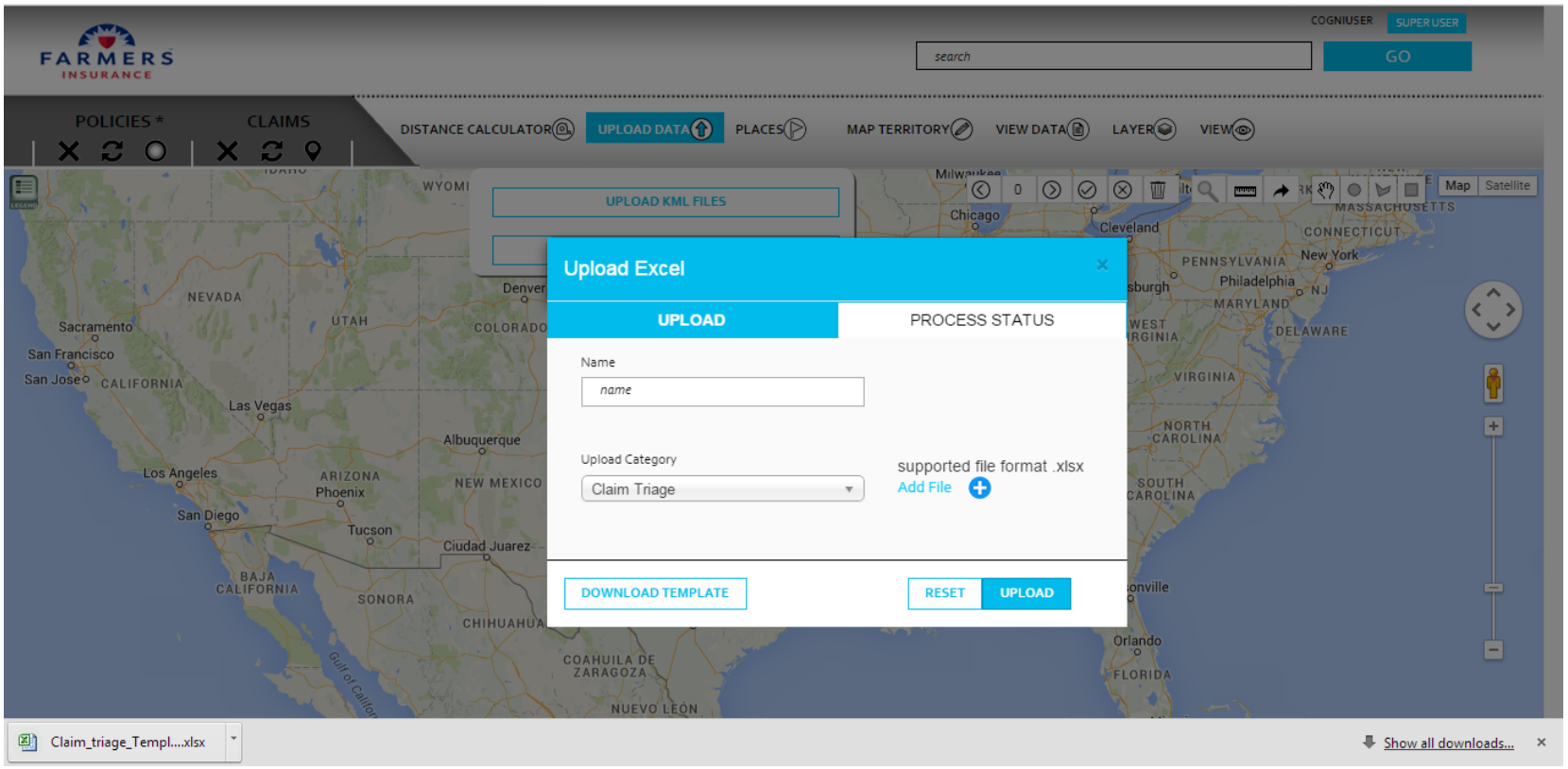
### Upload Data:

There is an option to upload data (claims data /claims triage results) from the “Upload Data” tab. To upload data through the utility, the user has to follow the below steps:

1. Click on “Upload data” tab
2. Click on “Upload Excel” button
3. Enter a “Name” (optional field)
4. Select the “Upload category” (Claims/Claims Triage)

5. Select the file using “Add file” button and click “Upload” button

   **Note**: The system supports file upload based on a specified format. The user can view the accepted format by the system (Claims/Claims Triage) by clicking on the “Download template” button.




## Track Upload status:

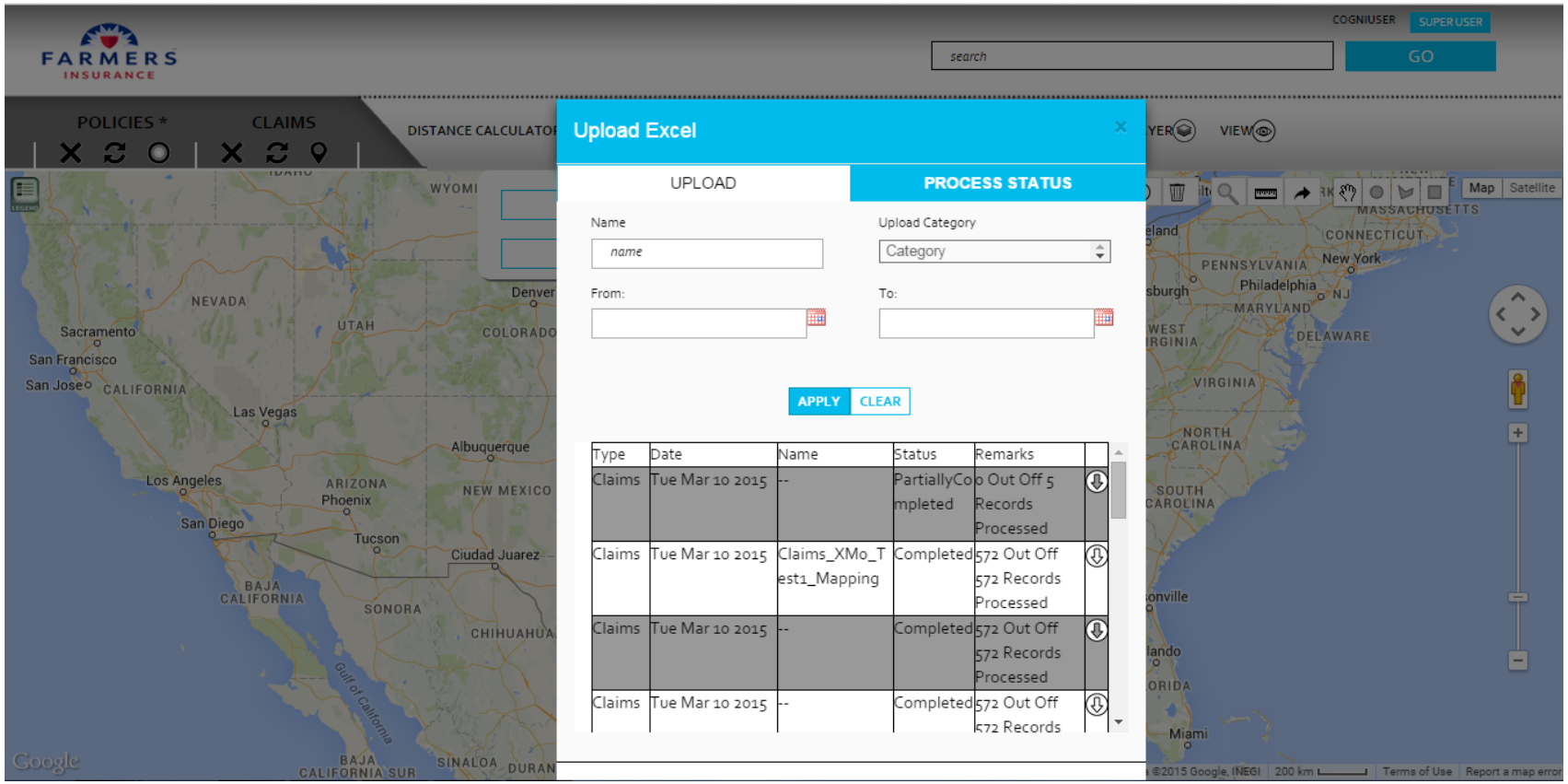
The user can click on the “Process status” tab to view the status of any files that have been uploaded.

To view the status:

1. Enter any of the following criteria and click “Apply” to view the required file upload status

- Name
- Upload Category
- Select “From” & “To” dates

2. The files last uploaded are also available for view in the same tab
3. The “Status” column shows the status of each of the file uploads and may read:
   a) Completed – all records in the files have been uploaded
   b) Partially completed – some of the total records in the file have failed
   c) Failed – all records in the file have failed
4. The “Remarks” column provides additional data on the upload result
5. The last column has a button that helps to download the error log for all records failed



# Places Filter

The “Places tab” is used to view a particular location within a pre-defined radius. The user will have the option to retrieve places based on keywords (which could be well known establishments like Walmart, Home Depot) or using the categories that are predefined in Google places (90 + categories such as airports, hotels etc.) . To retrieve places the user will:

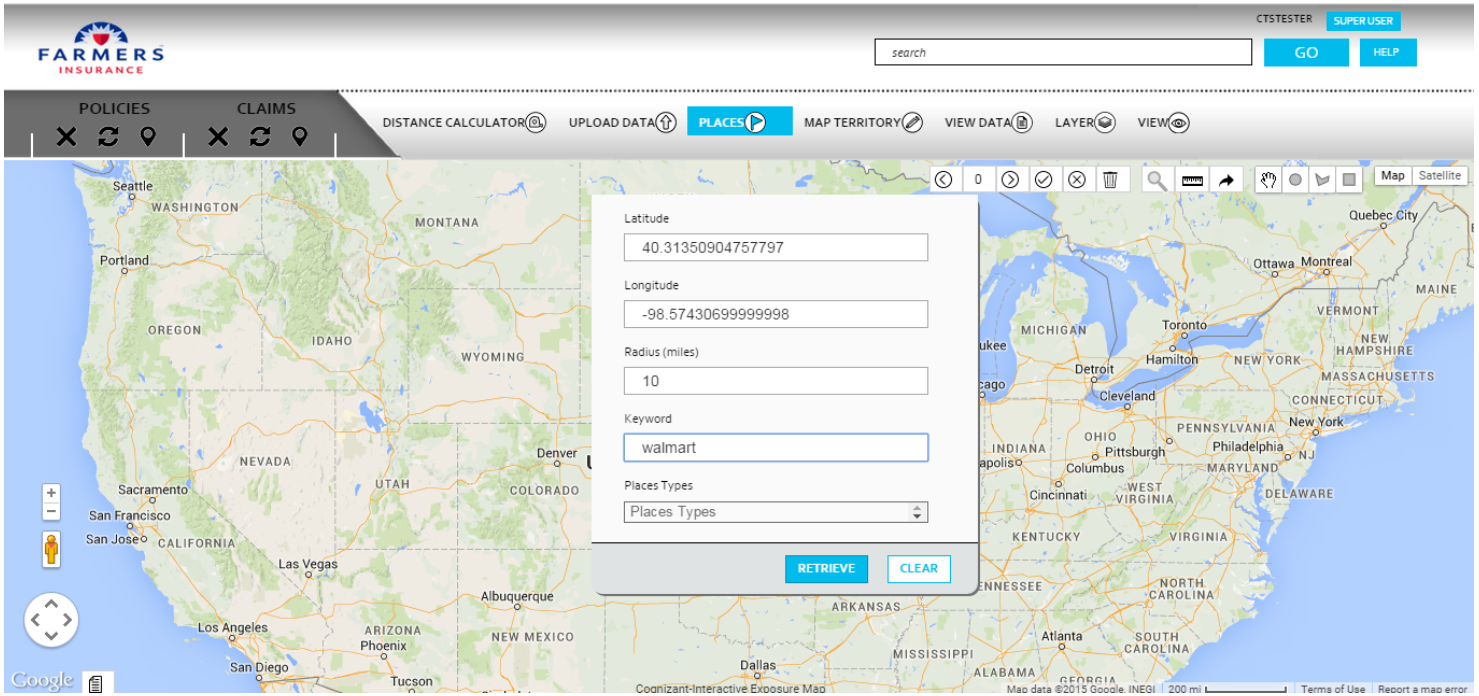
1. Click on “Places” tab

2. Enter the radius to search.

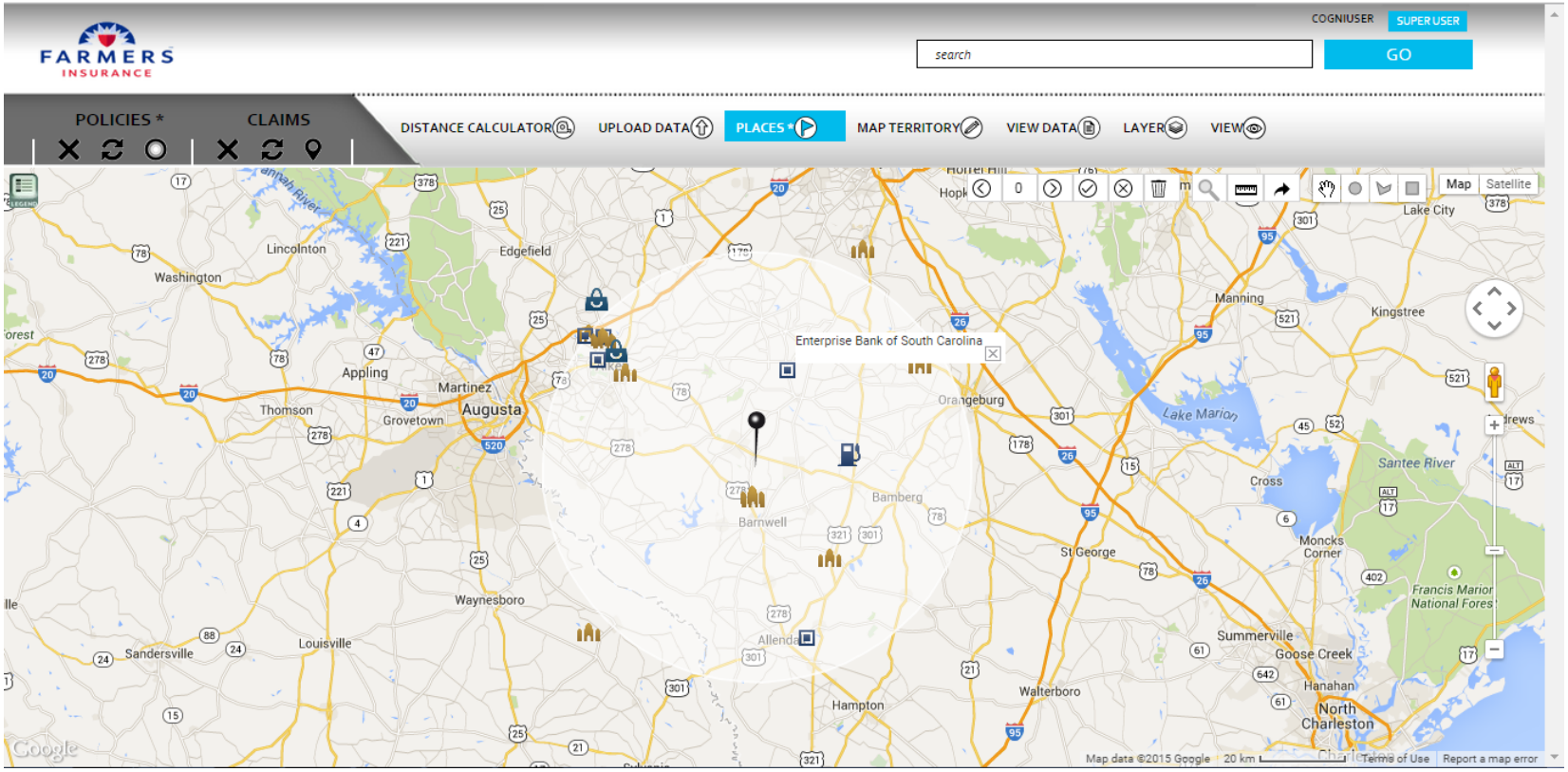
**Note**: The maximum radius within which a place can be searched is 30 miles.

3. Enter a keyword or select a category from the places type drop down

4. Click on “Retrieve” button



5. A peg is displayed on the screen and the user may move the peg to retrieve results for the defined area



# Map Territory

The Map territory option provides the user the ability to create, view, edit and delete regions created using freehand tools or using pre-defined boundaries.

## Create Region

The Create tab under Map territory tab helps to create a territory either by

a) **Freehand**: Enter the Region name, Description, Tag and Share with specific user roles or directly "Draw on Map"
There is also a "Reset" button.

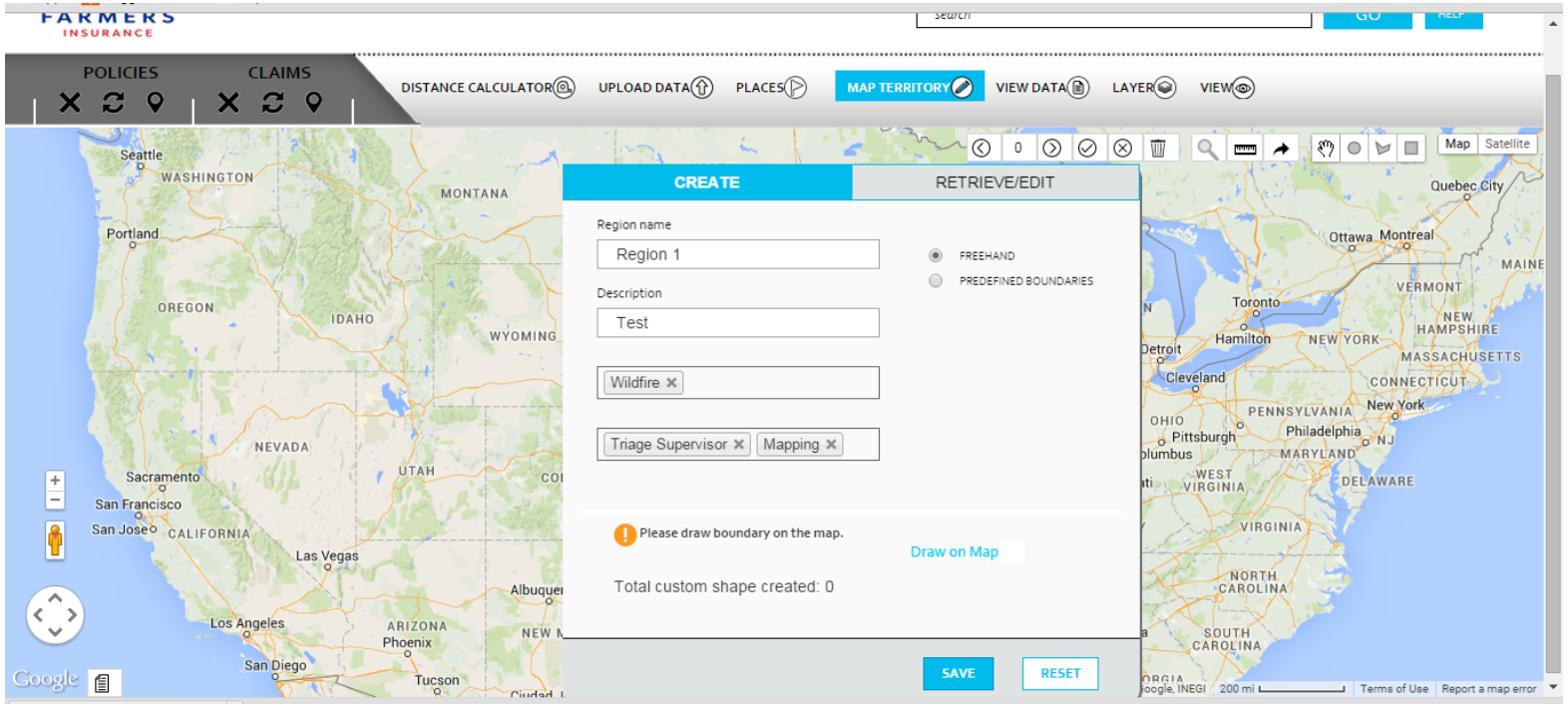
(Or)

b) **Predefined boundaries**: Enter the Region name, Description, Tag and Share with specific user roles.
Select State or County or Zip Code radio button and "Save". "Select on Map" can also be used to directly select a region on the map.
There is also a "Reset" button.

**To create a region:**

1. Click on "Map Territory" tab
2. Select "Create" tab
3. Enter "Region name"
4. Enter "Description" (optional field)
5. Enter "tag" from dropdown ( **Note**: This provides an easy way to index a territory)
6. The user can choose to "Share" the region with user roles
7. To draw a region using freehand tools, the user will select it from the radio button and click on the "draw on map"
8. The user can click on any of these tools. to draw a region on the map

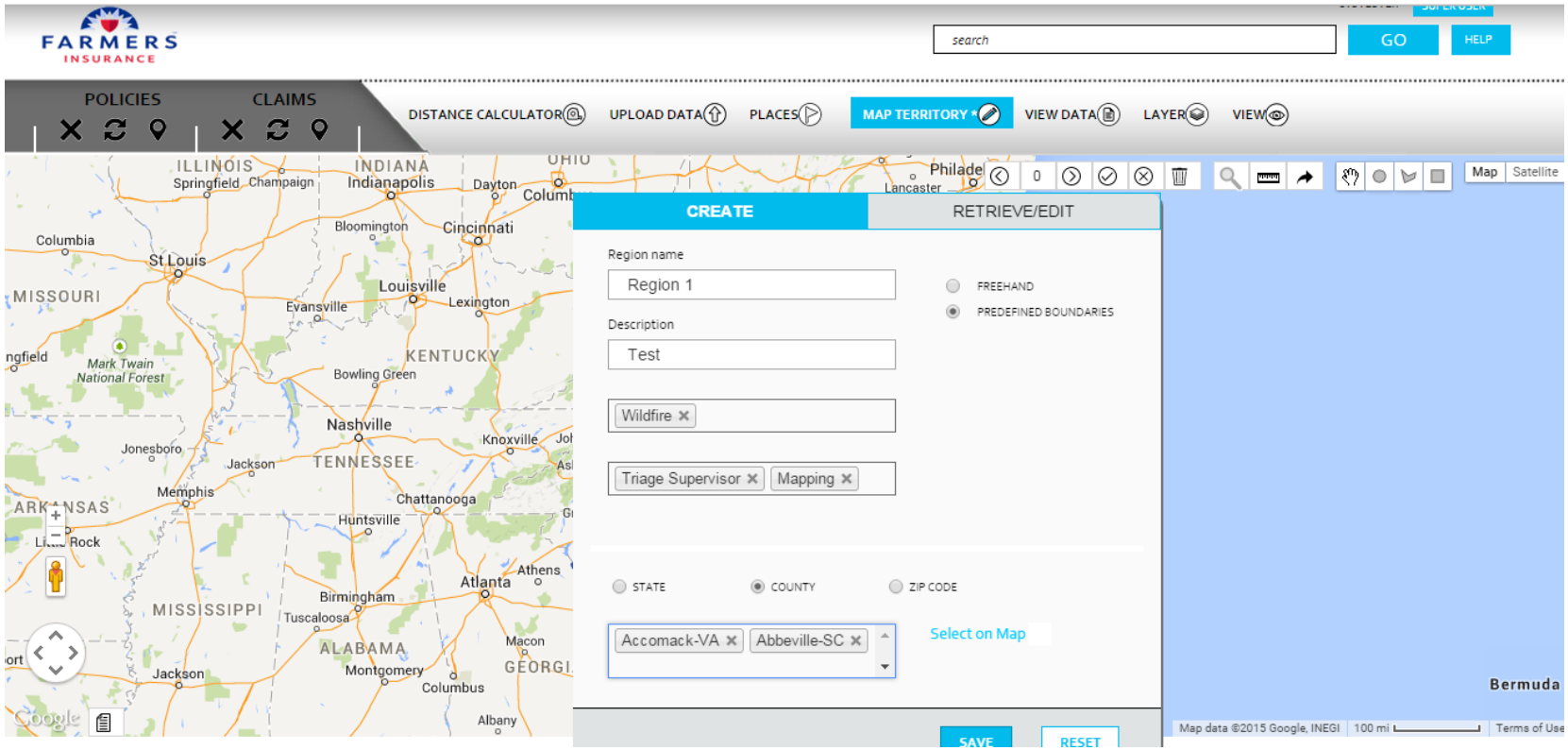
   **Note**: The user will need to click on the icon to undo the selection of the region creation tool
9. Once the region is drawn on the map, the user will then click on "Save" to save the region



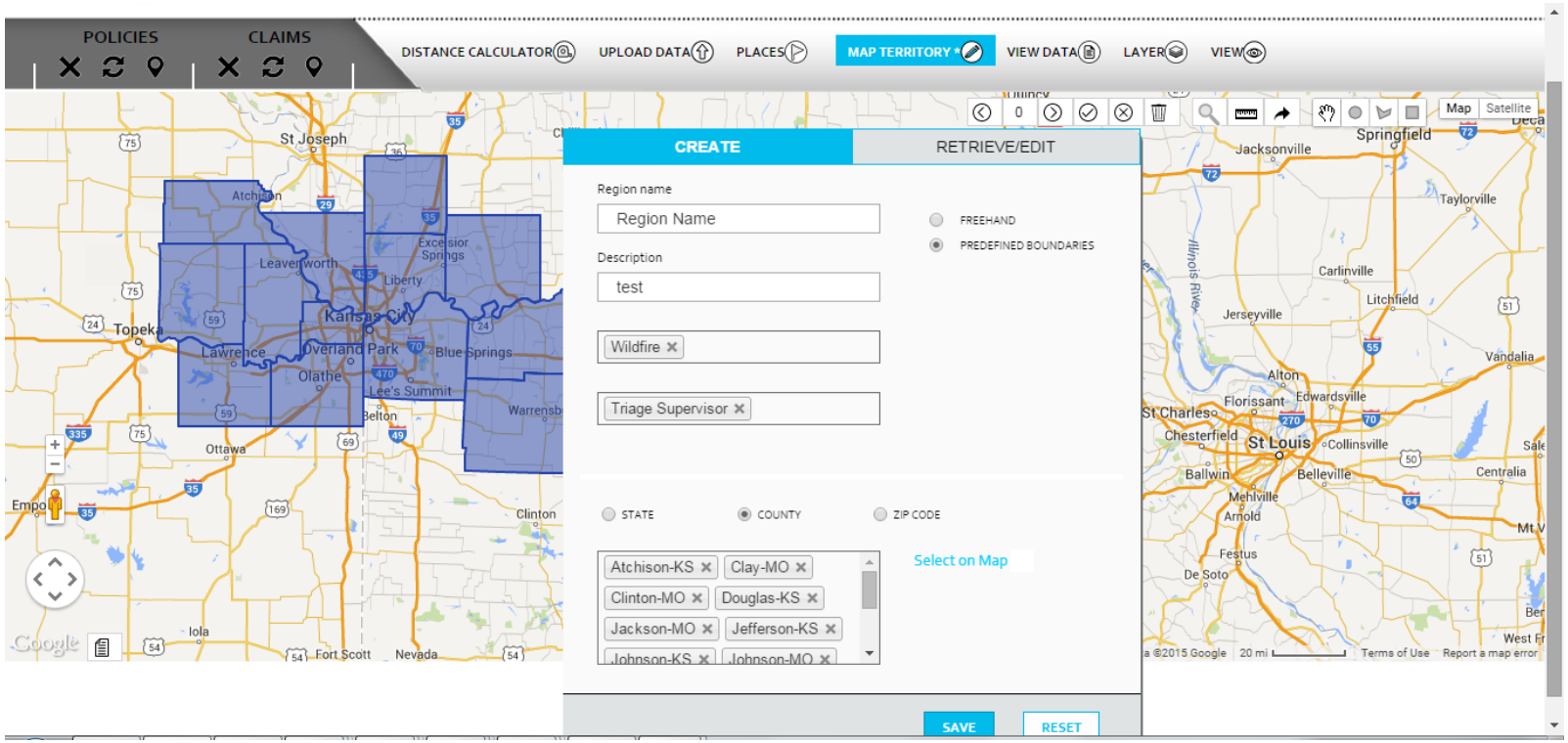

10. “Reset” button is used to clear the creation on map.

**To create a region using Pre-defined boundaries option:**

1. Follow the same steps to enter the name, tag, description etc. as mentioned in free-hand tool steps above
2. Select “Predefined boundaries” button
3. Use the “Select on map” tool. The user can select any the following tools from the google map tool and draw the region on the map
4. The region selected by the user will be displayed as Zips/Counties/States based on user selection




5. The user can remove/add States/Zips/Counties on the map itself




6. Click on “Save” button
7. Reset” button is used to clear the creation on map.

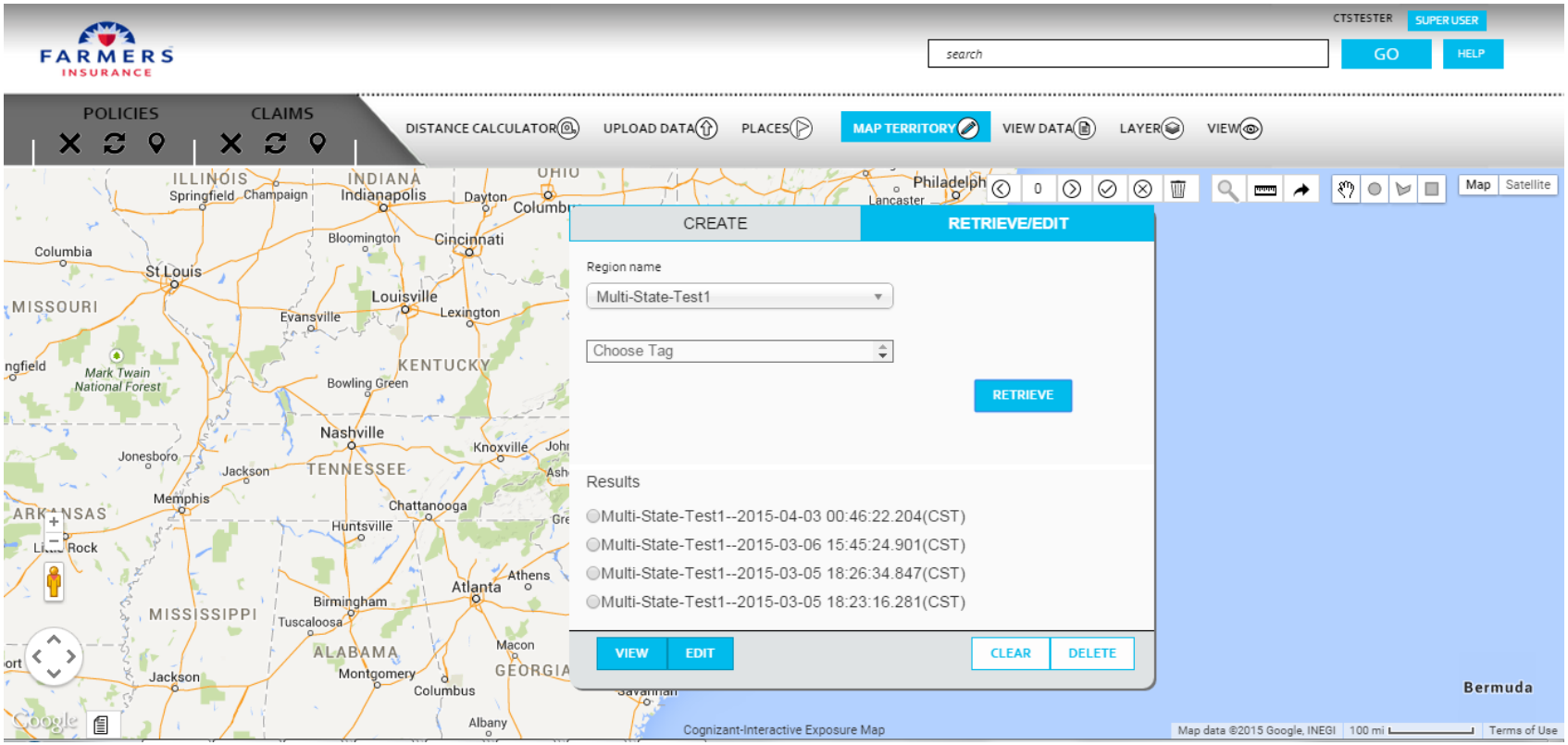
## Retrieve/Edit/Delete Region

The “Retrieve” tab under the “Map Territory” tab helps to retrieve a region or edit an already saved region.

To retrieve a region,

1. Enter the region
2. Choose a “tag”
3. Click on “Retrieve” button
4. All versions of the created region will be shown to the user

5. Click on the link shown under Results and choose the action to be performed – View, Edit, and Delete.
6. **Note**: The retrieved territories are interactive and the user can click on any of these regions to view policy/claims information for the area of interest



# Layers

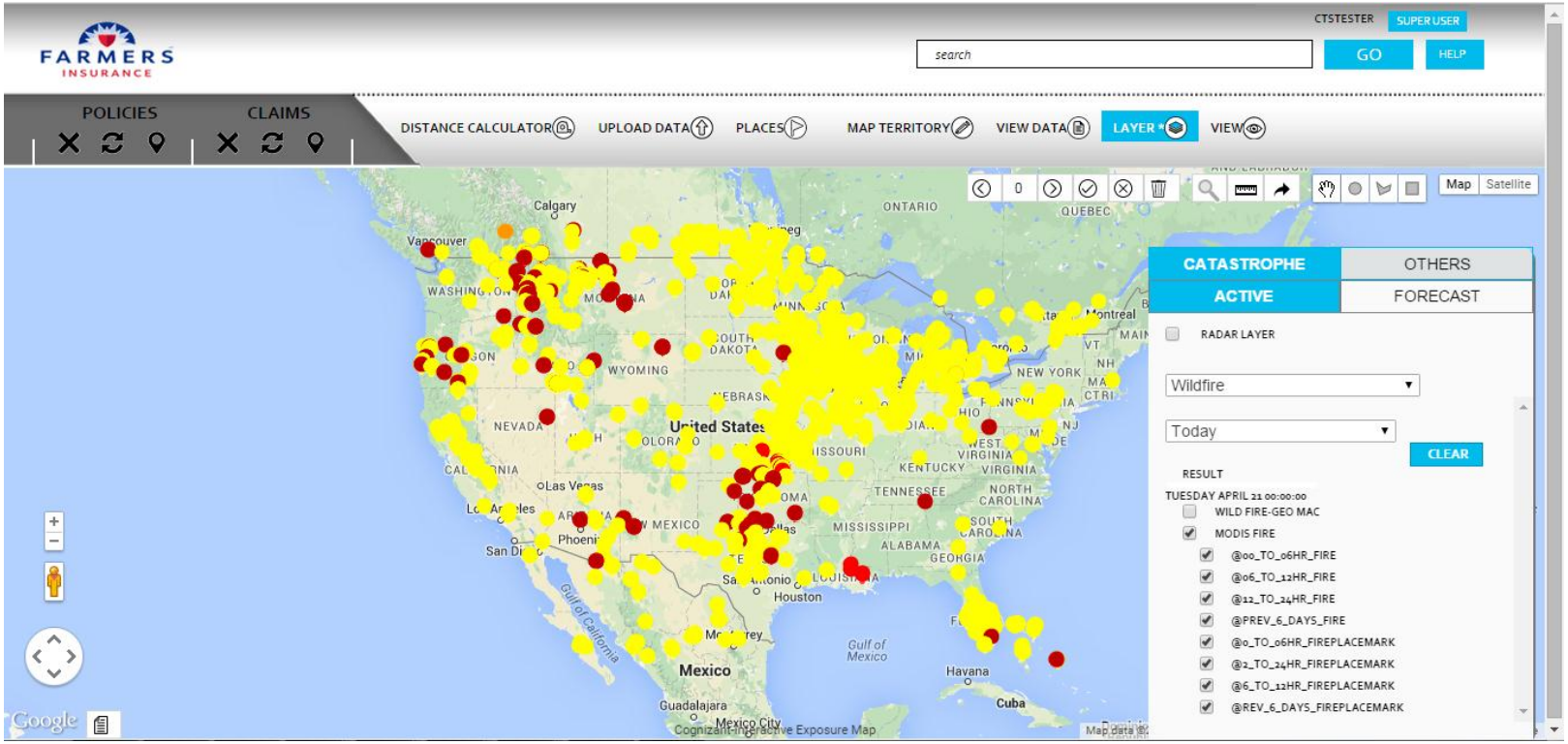
Impact solution integrates with various third party data source providers that allow the user to view peril/CAT/weather related data on the map. The peril/CAT events and the source for the feed are provided in the table alongside. The peril types have been categorized into active and forecast to allow the user to view active/ongoing CAT/peril events or view any forecast feeds as provided by the third party sources.

| Category | Peril Name/CAT type | Source |
|---|---|---|
| **Active** | Wildfire | GeoMac and Modis |
| | Hurricane/Surge | NHC NOAA |
| | Earthquake | USGS |
| | Hail | SPC NOAA |
| | Tornado | SPC NOAA |
| **Forecast** | Storm watch | NWS |
| | Flood /Sewer & Drain | HPC NOAA |
| | Winter Storm | HPC NOAA |

## Active Perils

To view active perils/CAT events on the map, the user will be required to:

1. Click on the layers tab
2. Select the active peril tab
3. Select the date (**Note**: The user will be provided with the option to view active peril data up to 5 days prior to current date)
4. Select the applicable source to view the data on the map. Filters within each peril source allow the user to filter and view data based on the user scenario (e.g. only the forecast cone for hurricane data)
5. The “Clear” button is used to clear the peril filter.
6. Each of these peril layers is interactive. The user can click on the layer to retrieve policy/claims for the area of interest



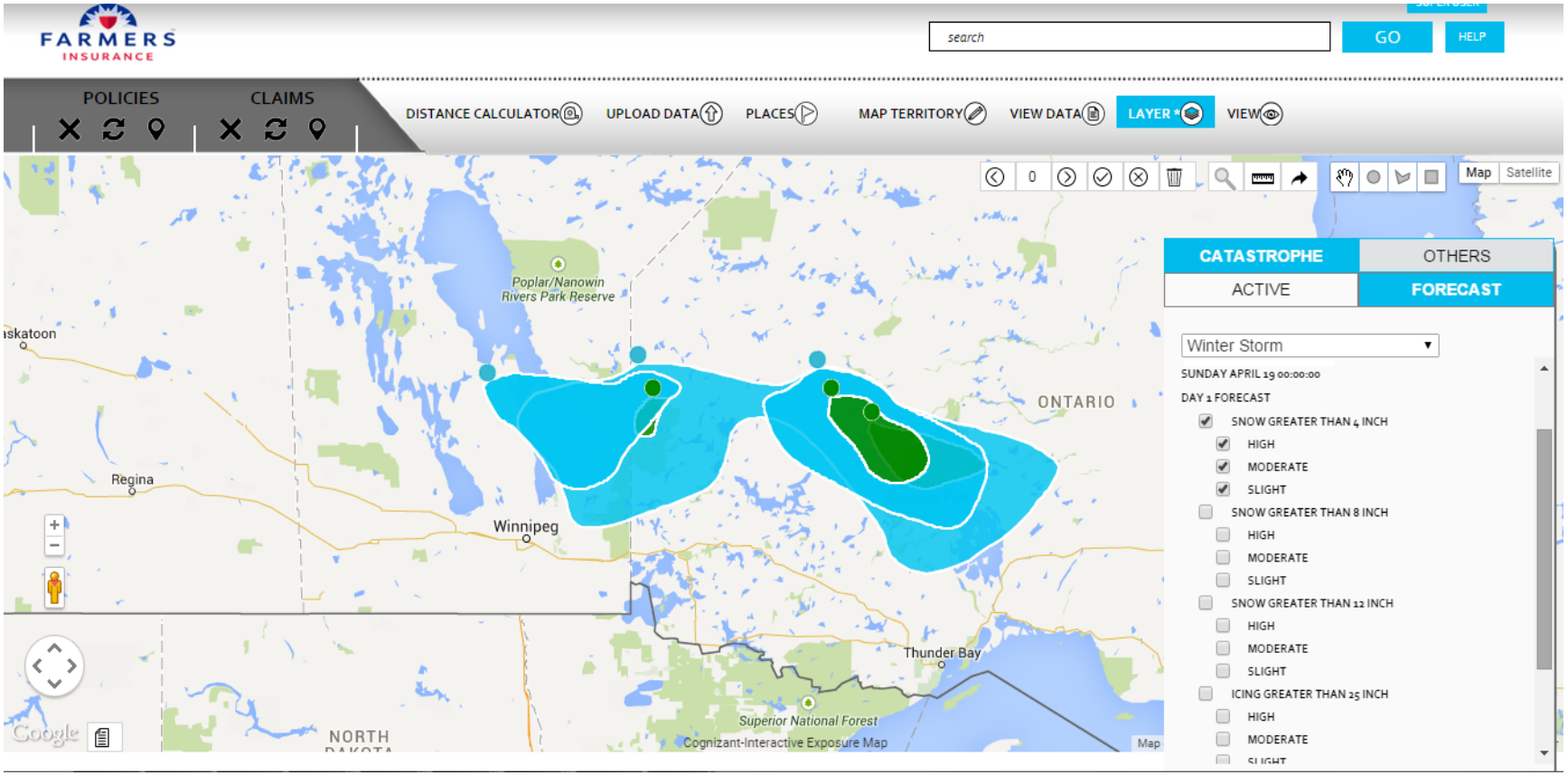

## Peril Forecast

The peril forecast layers works in a similar way to active peril/CAT events.

The user can view the peril forecasting from “Today” to “5 days ago”

For e.g., the “Winter Storm” option selected for “Today” retrieves Day 1 forecast, Day 1-3 forecast. The retrieved results in inches can be filtered under this view.

This layer is interactive with the policy/claims data available in the system


FARMERS INSURANCE
search
GO
HELP
POLICIES
CLAIMS
DISTANCE CALCULATOR
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
LAYER
VIEW
Map
Satellite
Poplar/Nanowin Rivers Park Reserve
ONTARIO
Regina
Winnipeg
Thunder Bay
Superior National Forest
NORTH
Google
Cognizant-Interactive Exposure Map
CATASTROPHE
OTHERS
ACTIVE
FORECAST
Winter Storm
SUNDAY APRIL 19 00:00:00
DAY 1 FORECAST
SNOW GREATER THAN 4 INCH
HIGH
MODERATE
SLIGHT
SNOW GREATER THAN 8 INCH
HIGH
MODERATE
SLIGHT
SNOW GREATER THAN 12 INCH
HIGH
MODERATE
SLIGHT
ICING GREATER THAN 25 INCH
HIGH
MODERATE

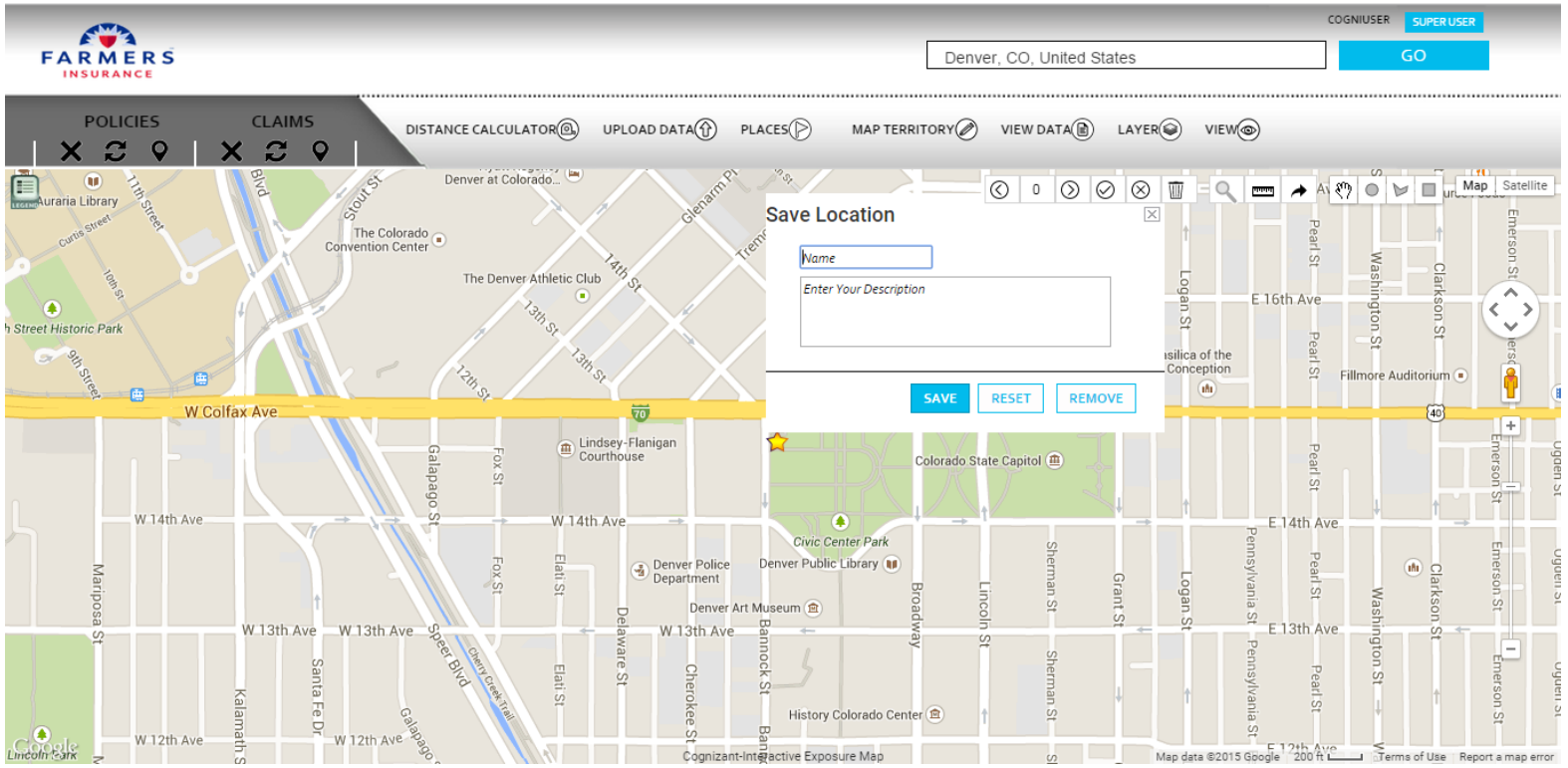
# Manage Locations

This functionality allows the user to add and manage any locations that may be added on the map.

## Add Locations

To add a location,

1. Enter the location address in the search bar on top and click on Go.
2. The location appears on the map with a sign.
3. The user can click on the to save the location with a unique name
4. The user can also enter associated description



## Retrieve Locations

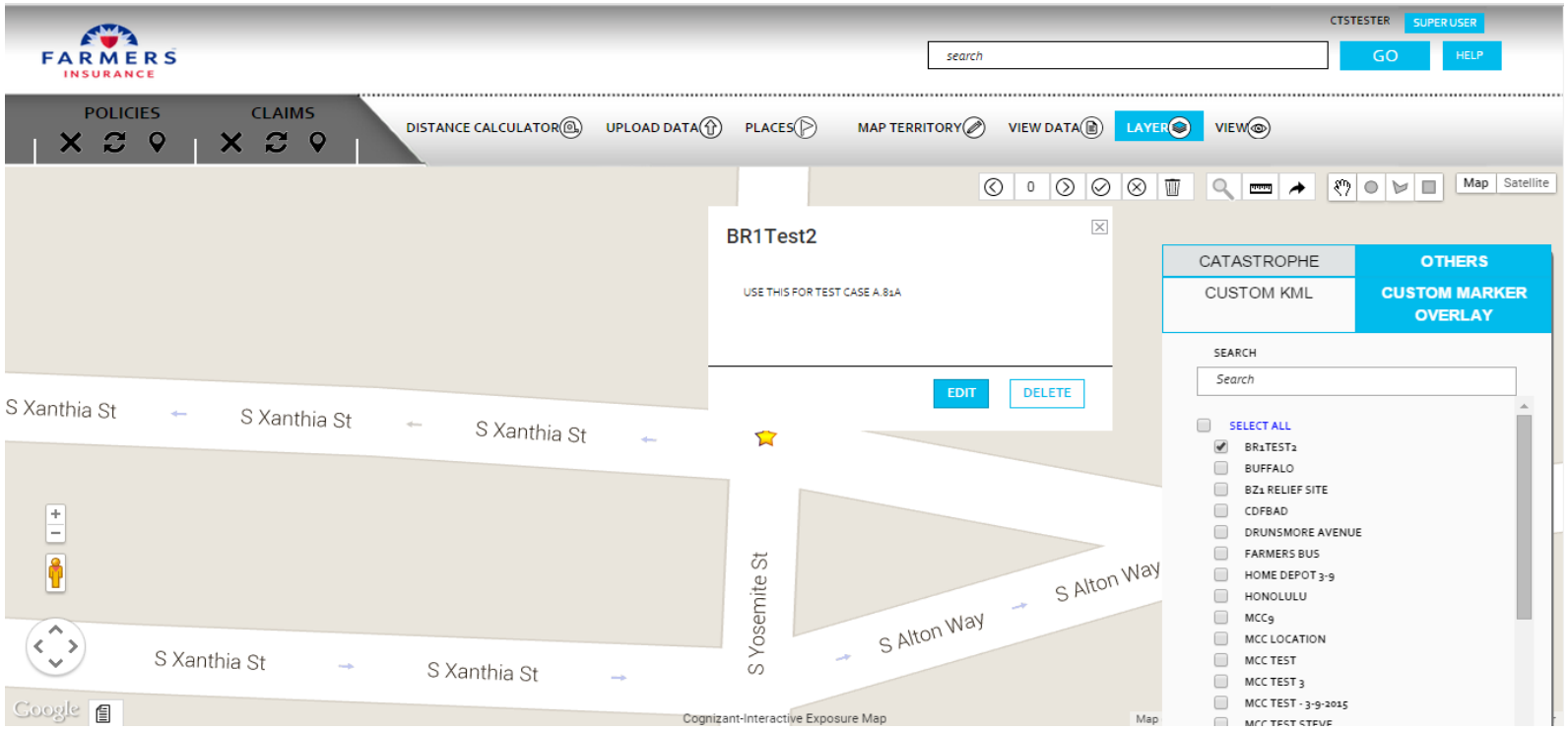
To retrieve a location:

1. Click on “Layer” tab

2. Click on “Others” tab

3. Click on “Custom Marker Overlay”

4. Type in “Search” bar (or) Click the check box of the required saved region.




5. Click on the region showing to view the description or click “Edit/Delete” button modify

# Views

The view tab allows the user to save and retrieve any "view" that may be created using a CAT event. A view comprises of multiple modules from the application (such as territories, peril layers, policy/claim data)

## Save View

To save a view, the user will:

1. Click on 'View' once all the modules that the user wants to save are shown on the map
2. The user enters "View name, Description" and select a "tag" from dropdown.
   **Note**: A tag provides an easy way for the user to index a view.
3. The user will then select option to "Auto/Freeze" the peril layer
   **Note**:

   **Auto**- Selecting this option auto-update's the peril layer with the latest feed that is available in the system. Each time the user retrieves the view, the latest feed from the peril source will be shown to the user.

   **Freeze** – Selecting this option freezes the peril layer for future user. Each time the user retrieves the view, the peril layer (boundary) shown at the time of save will be retrieved for the user.
4. Option to Share the view with user roles using the "Share" dropdown
5. Click on "Save" button.

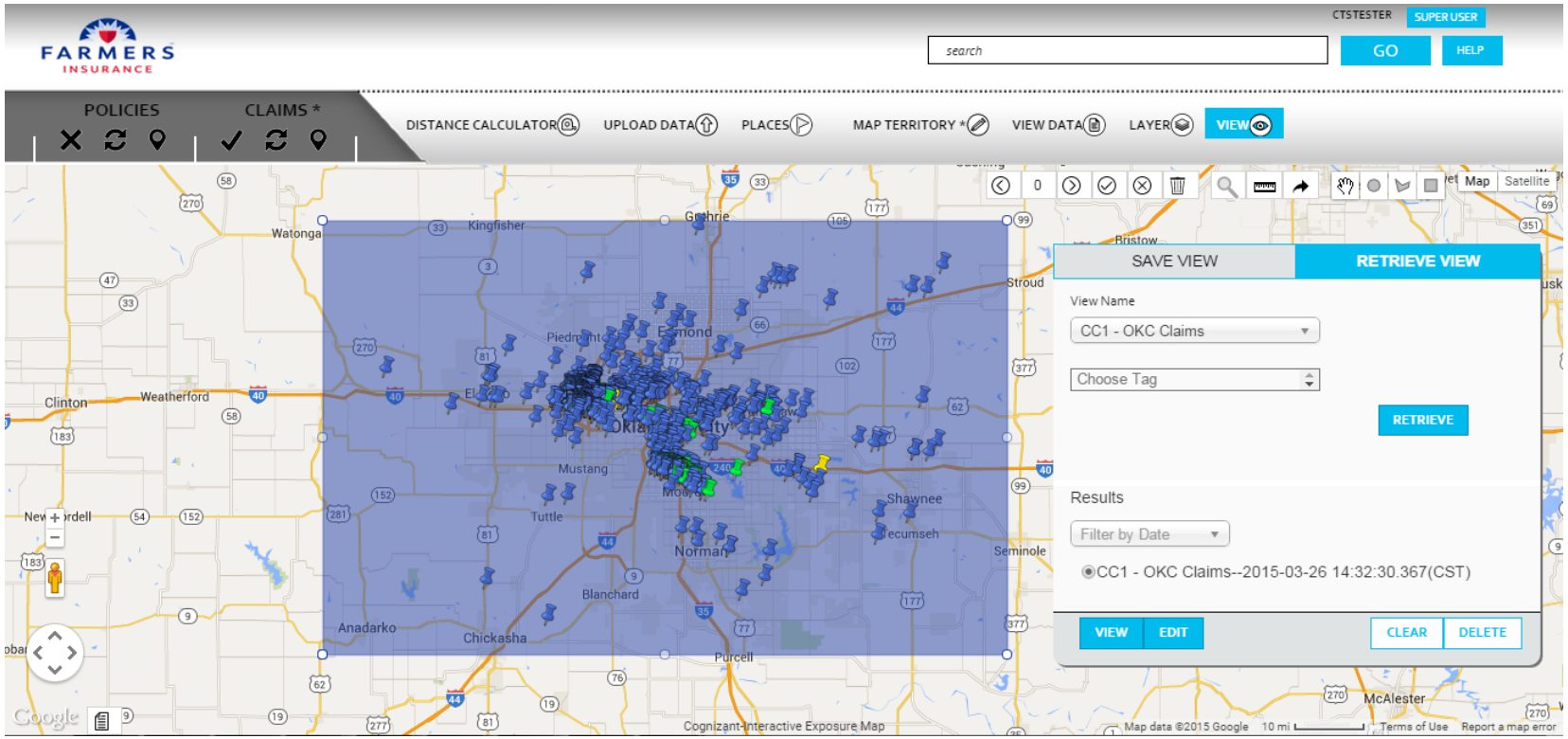
## Retrieve/Edit View

The user will be able to search and retrieve all views created.

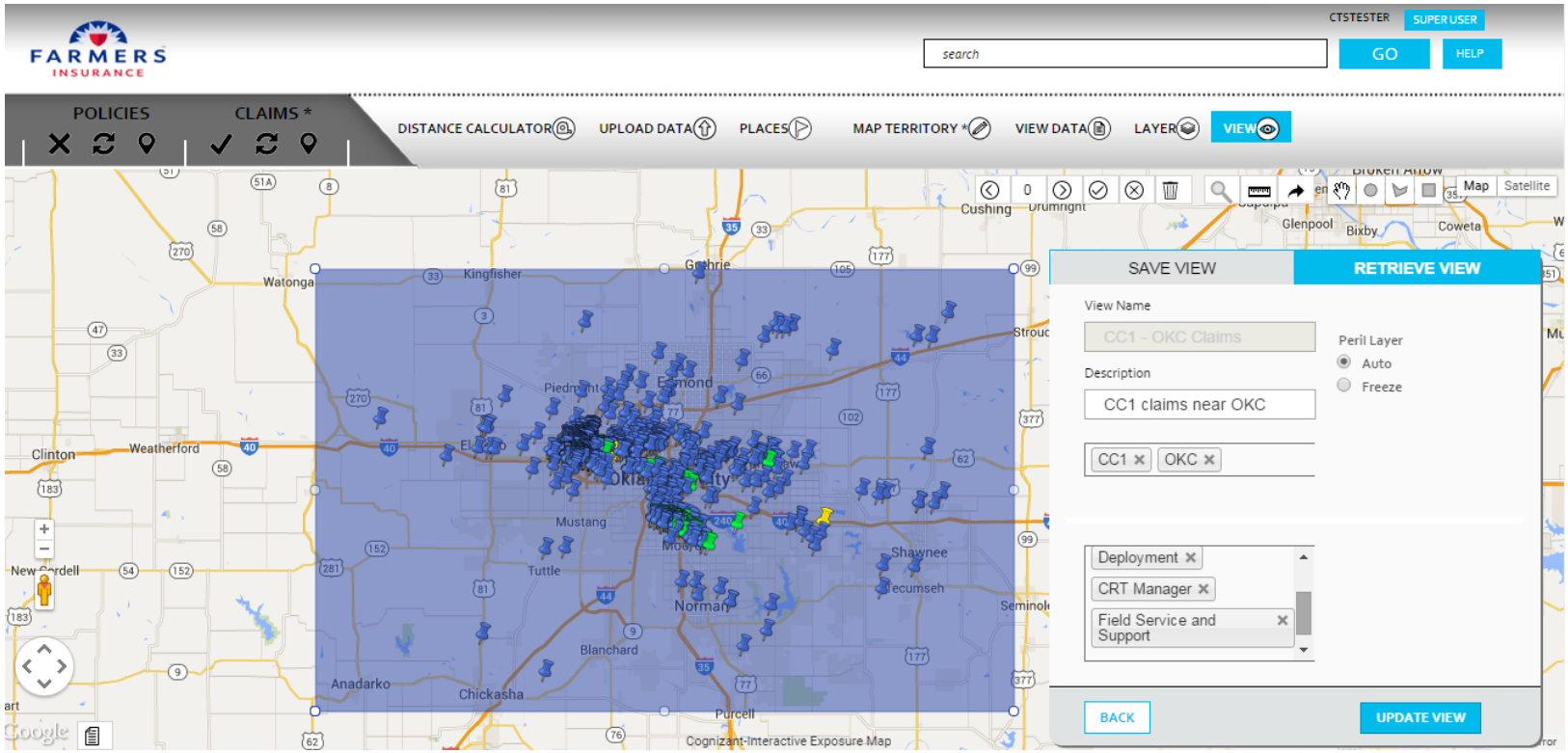
1. Click on "View" tab
2. Click on "Retrieve View" tab
3. Select a "View Name" from dropdown
4. The user can also select a "tag" which would limit 'views' linked to the tag name
5. Click on "Retrieve" button.

**Note**: The Results shown can be filtered by date.

The user can click on the radio button and click on "View" to see the view.




6. User can also edit the view by clicking on “Edit’ button. Click on “Update View” and save the View.


FARMERS INSURANCE
CTSTESTER
SUPER USER
search
GO
HELP
POLICIES
CLAIMS *
DISTANCE CALCULATOR
UPLOAD DATA
PLACES
MAP TERRITORY *
VIEW DATA
LAYER
VIEW
Map
Satellite
SAVE VIEW
RETRIEVE VIEW
View Name
CC1 - OKC Claims
Description
CC1 claims near OKC
Peril Layer
Auto
Freeze
CC1
OKC
Deployment
CRT Manager
Field Service and Support
BACK
UPDATE VIEW
Cognizant-Interactive Exposure Map

## User Roles

Multiple user roles have been configured in the system with varying privileges for

- Viewing/performing functionalities and
- Data viewing

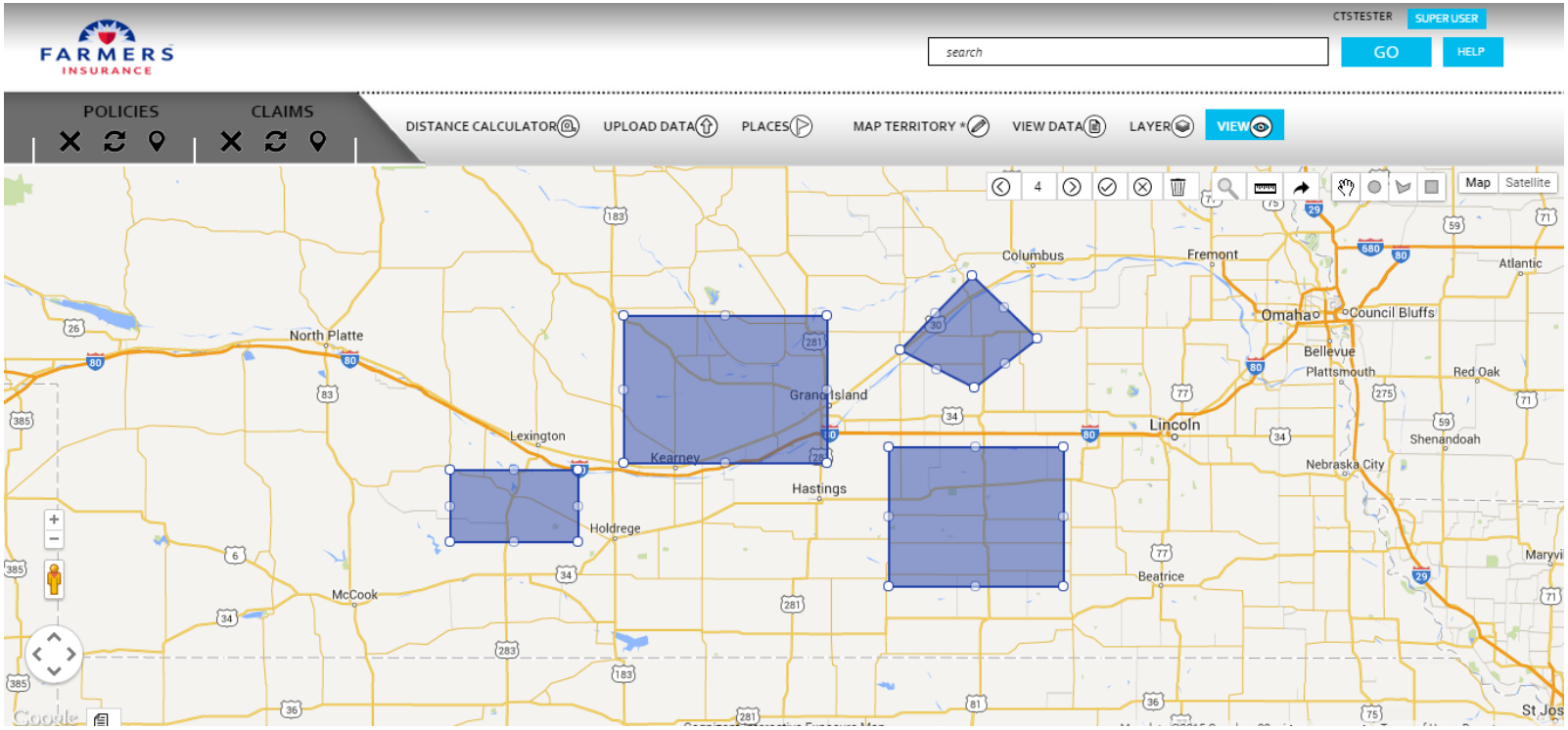
Each user added in the system is assigned one or multiple roles which will govern his privileges in the system.

## Tools

There are different tools available within the application.

### Region Navigation

If there are multiple regions selected on the map, this tool is used to navigate among them.




The ⊘ tool is used to select all layers shown on the map.

The number (E.g., 2) represents the number of layers selected.

There is a previous and next arrow ‹ 2 › used to navigate among the regions.

The ⊗ button is used to deselect the regions.

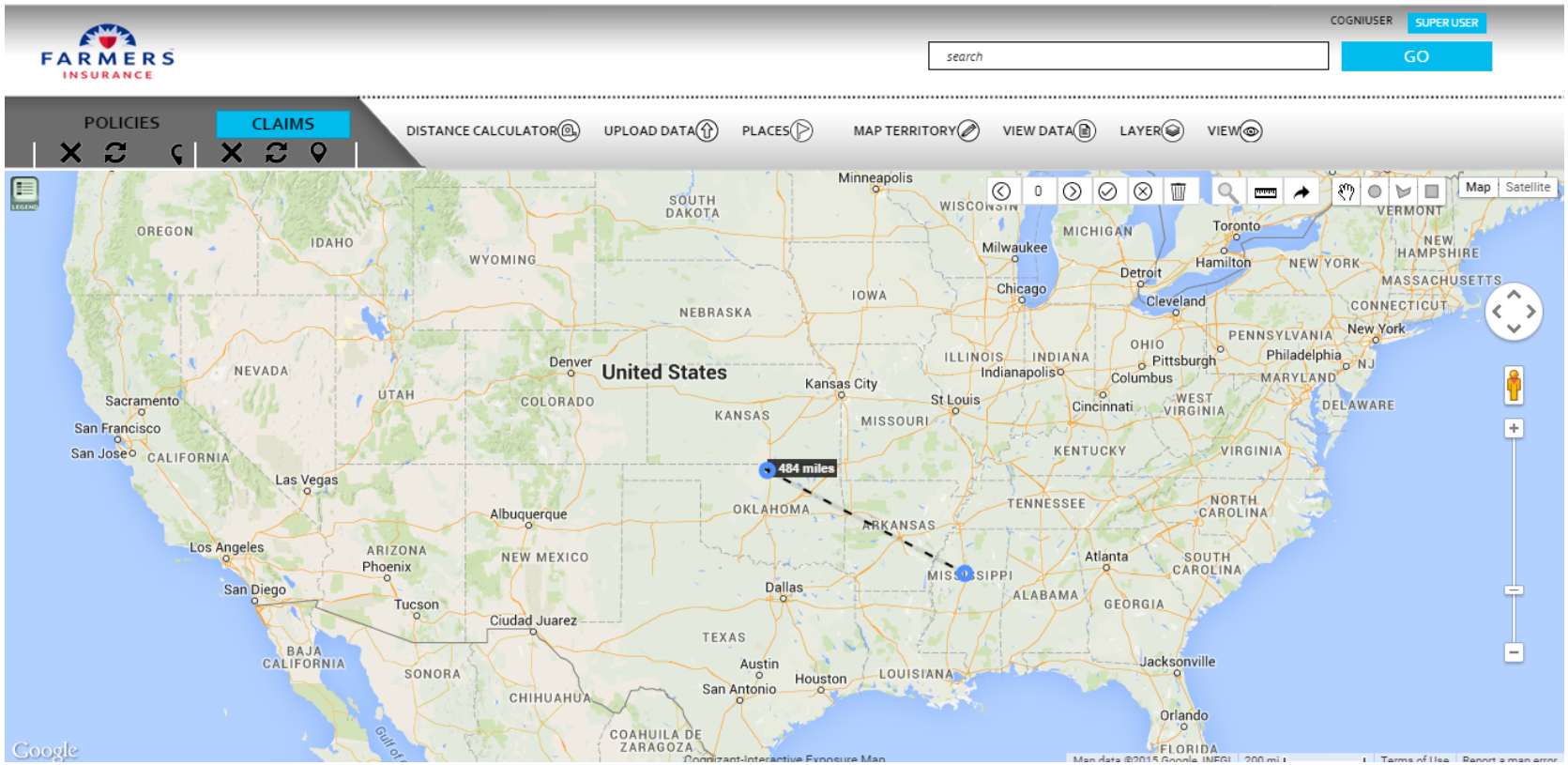
## Clear Map

The 🗑 button is used to clear the map and zoom to default level

## Scale

Use the '*Distance*' tool to measure distances on the map.

Measure the distances between existing policies/claims, any location on the map to an exposure, distances to CAT zones, or distance between exposure and places such as fire stations, hospitals etc. Click on the icon to deselect the ruler.




## Zoom and select tool

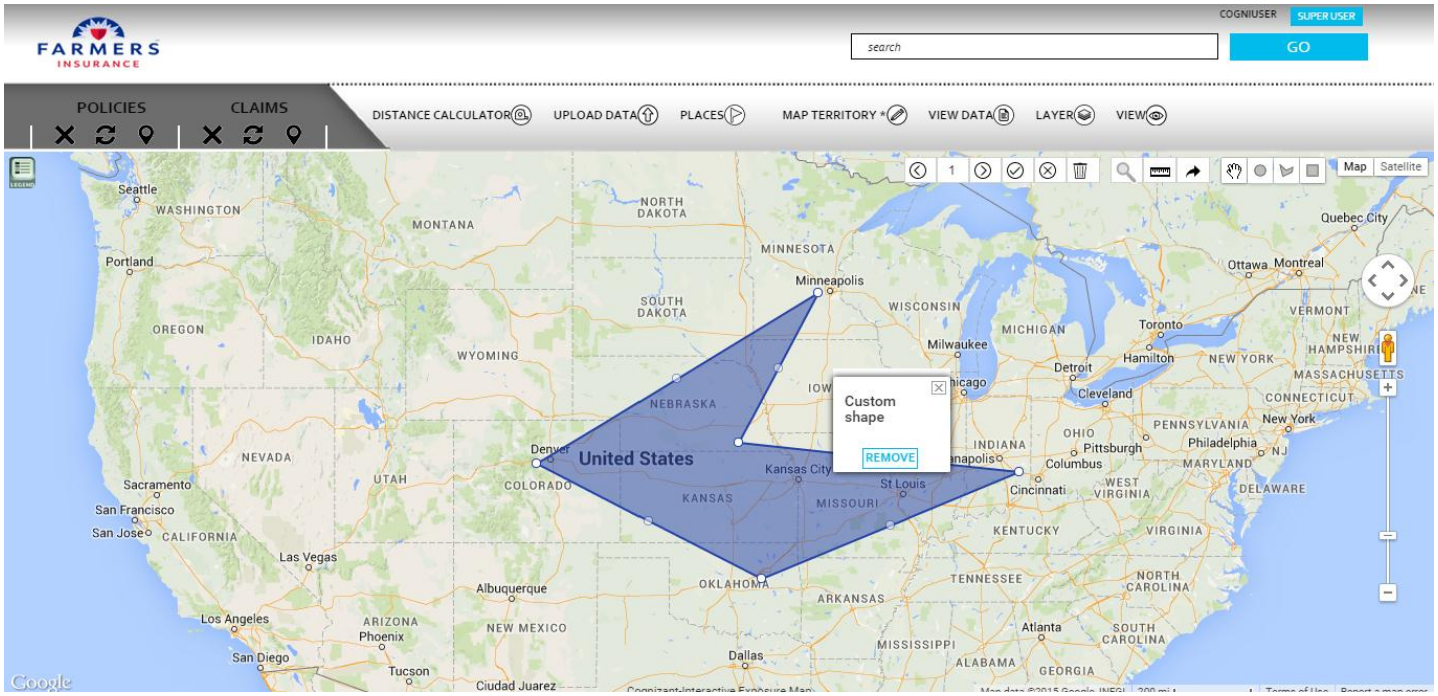
Zoom and select tool is used to select a region and zoom to the area of interest.

## Pan

Use the '*Pan*' tool to move across the map – left or right, up or down

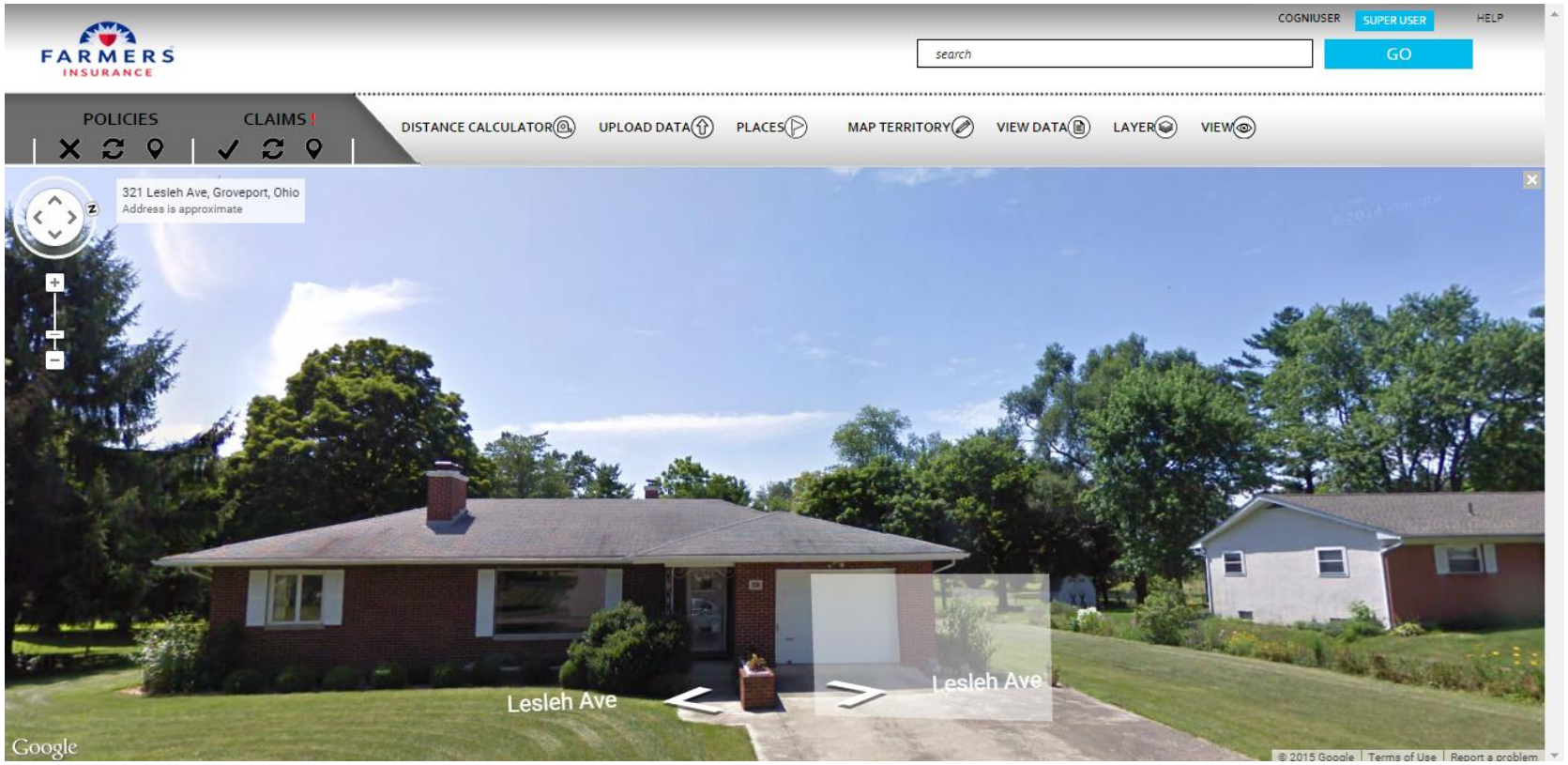
## Shape tools – Rectangle/Circle/Polygon

Use the round/polygon/rectangle button to draw a custom shape/rectangle on the map. On clicking a region using hand tool, the user can delete the same using "Remove" option.



## Switch Base Layer

Use the satellite/map view to change the view between Google Satellite View and map view. Click and drag the 'person' icon to the desired location (or at full zoom) to switch to google street view (works the same way as Google maps)



## Zoom In/Out

Use the '*Zoom In/out*' tool to zoom in/out view

## Map Legend

The Map Legend panel explains as to what the markers in the map signify.